

-----2000 DXBM's-----

01 06 00 ===== SALES TAX REBATE PAYMENTS =====

REPORTS ARE THAT SOME RESIDENTS HAVE BEGUN TO RECEIVE THEIR WISCONSIN SALES TAX REBATE PAYMENTS. YOU WILL SOON RECEIVE A BWSP OPERATIONS MEMO (00-01) PROVIDING INSTRUCTIONS FOR HOW TO CONSIDER THOSE PAYMENTS FOR FS, CC, AND W-2. WE ARE AWAITING INSTRUCTIONS FROM THE DHFS/DHCF/BUREAU OF HEALTH CARE ELIGIBILITY ABOUT HOW THEY ARE TO BE CONSIDERED FOR MA. YOU SHOULD RECEIVE THE OPERATIONS MEMO MONDAY OR TUESDAY NEXT WEEK.

-END-

ADDRESS FOR PRO SHOP AND COACHES CORNER SHOULD READ;

WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM. THE FINAL 'M' WAS MISSING IN THE ORIGINAL DXBM.

***** QC TIP OF THEWEEK *****

EARNED INCOME REPORTING - FOOD STAMP CASES WITH EARNED INCOME THAT ARE CERTIFIED FOR NO MORE THAN 3 MONTHS ARE ONLY REQUIRED TO REPORT EARNED INCOME CHANGES IN: SALARY OR WAGE RATE, MOVING FROM PART-TIME TO FULL-TIME WORK OR VICE VERSA, AND WHEN THE SOURCE OF INCOME CHANGES. AS ALWAYS, ANY OTHER HOUSEHOLD CHANGE MUST BE REPORTED WITHIN TEN DAYS. SEE OPS MEMO 99-09 FOR DETAILS.

01 07 00 ===== JOB OPENING -- TRAINING OFFICER 2 & 3 =====

THE DIVISION OF ECONOMIC SUPPORT HAS ANNOUNCED 3 NEW TRAINING OFFICER POSITIONS. A TRAINING OFFICER 2 IS IN THE BUREAU OF CHILD SUPPORT. THE OTHER TRAINING OFFICER 2 AND THE TRAINING OFFICER 3 ARE IN THE BUREAU OF WORK SUPPORT PROGRAMS, WORK PROGRAMS SECTION. IF YOU ARE INTERESTED, YOU WILL FIND THE FULL ANNOUNCEMENTS IN THE 01/10/00 CURRENT EMPLOYMENT OPPORTUNITIES BULLETIN, ON THE JOBNET, AND AT THE DWD WEB SITE. THE DWD WEB ADDRESS FOR THIS IS: [HTTP://WWW.DWD.STATE.WI.US/ASD/TRAINING23.HTM](http://WWW.DWD.STATE.WI.US/ASD/TRAINING23.HTM)

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01 11 00 ** BENEFIT RECOVERY OF TAX REBATE *****

CLIENTS WITH DELINQUENT OVERPAYMENTS THAT HAVE BEEN REFERRED TO THE DEPARTMENT OF REVENUE (DOR) FOR A TAX REFUND OFFSET WILL ALSO HAVE THEIR SALES TAX REBATE INTERCEPTED. TO VIEW ONLINE IF A CLIENT WAS SENT TO DOR, BVPA DISPLAYS A CRES REFERRED DATE. IF THERE IS A DATE AND IT IS MORE THAN 30 DAYS PRIOR TO TODAY'S DATE, YOUR CLIENT HAS BEEN REFERRED TO DOR FOR OFFSET. THE SALES TAX REBATE CHECKS WILL BE POSTED IN A NIGHTLY BATCH CYCLE AND WILL BE LABELED IN PAYMENT HISTORY AS A DTI PAYMENT.

01 12 00 ***** QC TIP OF THE WEEK *****

MISSING A STATE FORM? GO TO THE PARTNER'S HOMEPAGE ([HTTP://WORKWEB.DWD.STATE.WI.US/](http://WORKWEB.DWD.STATE.WI.US/)) AND CLICK ON THE DES ICON. FROM THERE, CLICK ON "DES FORMS" WHERE YOU CAN FIND FORMS BY NAME, DOCUMENT NUMBER, PROGRAM TYPE, OR REVISION DATE. YOU WILL NEED ADOBE ACROBAT READER TO VIEW AND DOWNLOAD THE FORM. THIS IS A FREE PROGRAM THAT YOU CAN DOWNLOAD FROM ADOBE'S WEBSITE ([HTTP://WWW.ADOBE.COM/PRODUCTS/ACROBAT/READERMAIN.HTML](http://WWW.ADOBE.COM/PRODUCTS/ACROBAT/READERMAIN.HTML))

01 13 00 *****NEW CHILD CARE ACTIVITY CODES FOR EDUCATION*****

TWO NEW CHILD CARE ACTIVITY CODES HAVE BEEN ADDED FOR SCREEN ANCI(TABLE TCCR). THE TWO NEW ACTIVITY CODES ARE: EMBA AND EMPS. THEY HAVE BEEN ADDED TO MORE ACCURATELY IDENTIFY PARENTS THAT ARE ELIGIBLE FOR CHILD CARE SUBSIDIES FOR BOTH WORK AND SCHOOL ACTIVITIES, EITHER BASIC EDUCATION (EMBA) OR POST SECONDARY EDUCATION (EMPS). CASES SHOULD BE UPDATED AS EARLY AS POSSIBLE, AT THE LATEST DURING THE NEXT REVIEW. PLEASE REFERENCE OPERATIONS MEMO 99-81 FOR ADDITIONAL INFO ON CHILD CARE SUBSIDIES FOR PARENTS THAT ARE IN WORK AND EDUCATIONAL ACTIVITIES.

01 14 00 ***** MODAY HOLIDAY *****

THE DEPARTMENT HELP DESKS WILL NOT BE AVAILABLE ON MONDAY, 1/17/00, SINCE STATE OFFICES ARE CLOSED FOR MARTIN LUTHER KING, JR. DAY.

01 15 00 ***** CHILD CARE CHECKS *****

DUE TO MARTIN LUTHER KING DAY ON 1/17/00, CHILD CARE PROVIDER CHECKS WILL BE MAILED ON 1/18/00 AND EFT'S WILL BE DEPOSITED IN ACCOUNTS ON 1/19/00.

01 20 00 ***** SECURITY *****

OUR UNIT HAS MOVED TO A NEW LOCATION. OUR PHONES DID NOT WORK UNTIL 3:00 PM THE DAY OF THE MOVE. IT IS ALSO APPARENT THAT OUR FAX MACHINE NUMBER IS NOT WORKING PROPERLY.

IF YOU FAXED ANYTHING TO US ON 1/20/2000, WE DID NOT RECEIVE IT. PLEASE REFRAIN FROM FAXING MATERIAL TO US UNTIL FURTHER NOTICE.

01 22 00 ***** SOLQ *****

THE STATE ONLINE QUERY IS NOW AVAILABLE FOR YOUR USE! FIFTY-FOUR COUNTIES NOW HAVE ACCESS, AND ALL WORKERS IN THOSE COUNTIES ARE AUTHORIZED TO USE THE DXSQ SCREEN TO SUBMIT A QUERY. THE PROCEDURE IS SIMPLE: TRAN TO DXSQ WITH AN SSN FROM YOUR CASELOAD, HIT ENTER (YOU MAY NEED TO HIT ENTER TWICE), AND THE NEXT SCREEN WHICH IS DISPLAYED IS DXSN, WHICH PROVIDES SSN VERIFICATION DETAILS. FROM DXSN, WORKERS CAN GO TO DXSA OR DXSX FOR IMMEDIATE INFORMATION ON SOCIAL SECURITY OR SSI BENEFITS.

DXSQ CAN ALSO BE USED TO REQUEST DUAL/TRIPLE ENTITLEMENT INFORMATION BY FILLING IN THE CLAIM ACCOUNT NUMBER (CAN) AND BENEFICIARY CODE (BIC). SECOND PAGE SCREENS FOR DXSA AND DXSX ARE DXSB AND DXSY. THE SECOND PAGES WILL SHOW HISTORY DATA PRIMARILY AVAILABLE THROUGH SOLQ. SHOULD YOU GET A MESSAGE INDICATING THAT A SUPERVISOR MUST ACCESS THE SSN, YOUR SUPERVISOR CAN USE THE DXTQ SCREEN TO REQUEST THE DATA, WHICH YOU WILL THEN BE ABLE TO VIEW ON ANY OF THE ABOVE DISPLAY SCREENS.

IF YOU AREN'T SURE WHETHER YOUR COUNTY HAS ACCESS, CHECK WITH YOUR SUPERVISOR.

***** CHILD CARE FIX *****

THE ABEND ON BVPP HAS BEEN FIXED. YOU CAN NOW TRAN TO BVPP WHEN A PROVIDER HAS MORE THAN 12 CLAIMS.

*****NON FACE-TO-FACE REVIEWS*****

AGENCIES ARE REQUIRED TO OFFER A MAIL-IN OR PHONE-IN REVIEW OPTION TO ANY CUSTOMER THAT CARES INDICATES IS DUE FOR A NTF REVIEW. THE ONLY EXCEPTION TO OFFERING THE MAIL OR PHONE OPTION IS WHEN THE I.M./W-2 WORKER BELIEVES THE INFORMATION THE CUSTOMER WILL PROVIDE MAY BE QUESTIONABLE (E.G. IPV SANCTIONED CASES).

THERE IS NO SPECIFIC PROCESS/PROCEDURE AGENCIES ARE REQUIRED TO FOLLOW WHEN OFFERING THE MAIL OR PHONE REVIEW OPTION TO THE CUSTOMER. THE MAIL OR PHONE REVIEW OPTION MAY BE OFFERED IN ANY WAY THE AGENCY CAN FIT IT INTO THEIR CURRENT SYSTEM OF SCHEDULING REVIEWS. IN OPS MEMO 99-76, AGENCIES WERE INSTRUCTED TO PULL REVIEW LISTS AND SEND MAIL-IN REVIEWS TO ALL CASES ELIGIBLE FOR NON FACE-TO-FACE REVIEWS. THIS MAY NOT BE PRACTICAL IN SOME AGENCIES.

01 25 00 ***** JANUARY PRO SHOP *****

THE JANUARY PRO SHOP FOR INCOME MAINTENANCE AND CHILD SUPPORT HAS BEEN PUBLISHED. YOU CAN VIEW THEM ON THE BFS TRAINING SECTION WEBPAGE: [HTTP://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM](http://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM)

01 25 00 ***** CALL CENTER UNAVAILABILITY *****

THE CALL CENTER STAFF WILL BE PHYSICALLY RELOCATING TO NEW OFFICES IN GEF I. THE ANTICIPATED MOVE DATE IS FRIDAY, JANUARY 28. ON THIS DATE, THE CALL CENTER WILL NOT BE OPEN UNTIL 1:00 PM. IF THIS PLANNED MOVE DATE CHANGES, WE WILL ADVISE YOU AS SOON AS WE ARE ADVISED.

01 25 00

***** SECURITY *****

OUR FAX MACHINE NUMBER IS WORKING ONCE AGAIN. YOUR MAY FAX ITEMS TO US AT 608/267-0484.

IF YOU REQUIRE A COPY RETURNED TO YOU, YOU SHOULD CONTINUE TO MAIL THE MULTI-PART FORMS TO US. WE WILL RETURN COPIES WHEN WE HAVE COMPLETED OUR WORK.

01 26 00 1099'S WERE MAILED TO CHILD CARE PROVIDERS ON 1/20/00. PROVIDERS WHOSE CORPORATION STATUS ON CCPD/CCWN IS "N" AND WHO RECEIVED \$600 IN STATE CHILD CARE SUBSIDIES FROM CCPS WILL RECEIVE A 1099. PROVIDERS WHO HAVE QUESTIONS OR PROBLEMS REGARDING THEIR 1099'S SHOULD CONTACT MIKE O'BRIEN, DWD BUREAU OF FINANCE, AT (608) 267-8898. IF PROVIDERS HAVE NOT RECEIVED THEIR 1099 BY 1/31/00, AGENCIES SHOULD CONTACT THE CHILD CARE HELP DESK AT 608-261-4580.

01 27 00 ***** QC TIP OF THE WEEK *****

A (Y) ENTRY IN THE "IS INDIVIDUAL INCAPABLE OF OBTAINING GAINFUL EMPLOYMENT?" FIELD ON ANDI WILL TRIGGER CARES TO GENERATE A FSET EXEMPTION CODE OF IG (INCAPABLE OF GAINFUL EMPLOYMENT) ON AIWP. CARES WILL NOT EXEMPT AN SSI/SSDI RECIPIENT FOR FSET UNLESS A (Y) HAS BEEN ENTERED IN THIS FIELD. SCREEN ANIC (INCAP SCREEN) WILL NOT EXEMPT INCAP INDIVIDUALS FROM FSET.

01 28 00 ***** SOLQ PROCESSING *****

SOLQ - USAGE REPORTS FOR THE STATE ONLINE QUERY INDICATE THAT A LARGE NUMBER OF REQUESTS ARE BEING GENERATED VIA THE DXTQ SCREEN. PLEASE NOTE THAT ALL REQUESTS FROM SUPERVISORS AND WORKERS SHOULD FIRST GO THROUGH DXSQ. IF THAT REQUEST FAILS, I.E. THE SCREEN DISPLAYS THE FOLLOWING MESSAGE: BBQ - YOU MUST HAVE A SUPERVISOR ACCESS THIS SSN, ONLY THEN SHOULD THE SUPERVISOR MAKE THE REQUEST THROUGH DXTQ. FOR QUERY TRACKING AND STATISTICAL PURPOSES, WE REQUEST THAT EVERYONE FOLLOW THIS PROCEDURE.

***** MORE SOLQ *****

SOLQ - WITH THE AVAILABILITY OF SOLQ, THE SOCIAL SECURITY ADMINISTRATION WILL DISCONTINUE RESPONDING TO ROUTINE PHONE OR FAX REQUESTS FOR INFORMATION AND/OR VERIFICATION AS OF THE START OF BUSINESS ON FEBRUARY 1, 2000. TO ENCOURAGE USE OF SOLQ, WORKERS SHOULD FIRST QUERY QUESTIONABLE BENEFITS THROUGH DXSQ, AND IF QUESTIONS STILL REMAIN, FAX A SOLQ SCREEN PRINT TO YOUR LOCAL SSA OFFICE WITH THE QUESTION NOTED ON THE PRINT, AND THEY WILL THEN RESPOND. BE SURE TO INCLUDE YOUR NAME AND TELEPHONE NUMBER ON YOUR REQUEST TO SSA.

***** NEW CHILD CARE REPORT *****

THERE IS NOW A CHILD CARE MANAGEMENT REPORT IN EOS WHICH COVERS CALENDAR YEAR 1999. LOCAL AGENCIES TYPICALLY ASK US FOR ANNUAL DATA SUCH AS CHILDREN AND FAMILIES SERVED, TOTAL ISSUANCES, ETC. FOR USE IN AGENCY ANNUAL REPORTS. THIS REPORT (CCC171RA) SHOULD PROVIDE THAT INFORMATION. A REPORT FOR CY1998 IS ALSO IN EOS.

01 29 00

***** SECURITY *****

THE DES SECURITY MANUAL IS NOW AVAILABLE VIA THE DWD WORKWEB. THE ADDRESS IS:

[HTTP://DWDWORKWEB/DES/MANUALS/DESMAN.HTM](http://DWDWORKWEB/DES/MANUALS/DESMAN.HTM)

02 01 00 ***** MORE ON SOLQ *****

DURING THE PAST WEEK, SEVERAL INSTANCES HAVE BEEN REPORTED INDICATING INCOMPLETE OR INCORRECT SSI DATA BEING DISPLAYED THROUGH SOLQ QUERIES. WE HAVE IDENTIFIED TWO SEPARATE PROBLEMS. THE FIRST IS THAT THE CARES PROCESS DISPLAYS SOME SSI RECORDS WITH ZERO AMOUNTS BUT THEY ACTUALLY RECEIVE MONTHLY CASH PAYMENTS.

THE SECOND ISSUE RELATES TO SSI ONLY CASES, WHERE DATA RECEIVED FROM SSA IS INCORRECT AND CAN NOT BE DISPLAYED. WE ARE WORKING WITH SSA TO IDENTIFY AND FIX THIS DISPLAY PROBLEM. WE HAVE VERIFIED THAT ALL SSA BENEFIT AMOUNTS AND CASES WITH BOTH SSA AND SSI PAYMENTS ARE CORRECT. IT IS THE "SSI ONLY" CASES THAT HAVE A DISPLAY PROBLEM. WE ANTICIPATE FIXING BOTH PROBLEMS THIS WEEK AND WILL NOTIFY YOU WHEN THE REPAIRS HAVE BEEN MADE.

02 02 00 ***** FSET ACTIVITY CODES *****

THIS NOTIFICATION IS TO INFORM LOCAL AGENCIES THAT EFFECTIVE IMMEDIATELY ACTIVITIES CA (AODA COUNSELING) AND CM (MENTAL HEALTH COUNSELING) WHICH ARE USED FOR W-2 ARE NOW AVAILABLE FOR FSET PARTICIPANTS. THIS WILL ALLOW AGENCIES TO TRACK AODA AND MENTAL HEALTH ISSUES ON WPCH. THE CHANGE WILL HELP LOCAL AGENCIES MEET THE EXPECTED FULL ENGAGEMENT PERFORMANCE STANDARDS FOR FSET OF 27 HOURS PER WEEK OF ACTIVITIES. HOWEVER, THIS WILL NOT HAVE ANY IMPACTS FOR FEDERAL REPORTING PURPOSES. THE INFORMATION WILL BE DETAILED IN THE NEXT FSET MANUAL REVISION.

02 03 00 ***** QC TIP OF THE WEEK *****

IF SOMEONE IS INCAPACITATED (ANIC) BUT NOT DISABLED (ANDI) DON'T PUT A Y ON THE "FS DISABILITY" QUESTION ON ANDI BECAUSE IT WILL INCORRECTLY GIVE THEM THE EXCESS SHELTER DEDUCTION. THAT DEDUCTION IS ONLY GIVEN TO AG'S WITH ELDERLY INDIVIDUALS OR THOSE FOUND DISABLED BY THE DISABILITY DETERMINATION BOARD.

02 04 00 ***** DXSX *****

WE HAVE HAD NUMEROUS REPORTS OF QUESTIONABLE DATA BEING DISPLAYED ON DXSX AS A RESULT OF THE JANUARY END OF MONTH SSI MATCH. WE HAVE DISCOVERED THAT THE GROSS FEDERAL AMOUNT BEING DISPLAYED APPLIES TO THE CURRENT MONTH, AND THE NET FIGURE IS THE AMOUNT PAID IN THE PREVIOUS MONTH. THIS MAY BE A TEMPORARY SITUATION. THEREFORE, PLEASE USE SOLQ TO VERIFY ALL FEDERAL PAYMENT INFORMATION, BY MAKING THE QUERY FROM DXSQ AND THEN GOING THROUGH THE DXSX SCREEN TO DXSY TO CHECK THE PAYMENT HISTORY. THIS IS THE MOST RELIABLE INFORMATION. YOU WILL STILL NEED TO USE DXSX FROM THE MONTHLY MATCH TO VERIFY THE STATE PAYMENT AMOUNTS, AS THEY ARE NOT PROVIDED BY SOLQ.

FOR SSI ONLY CASES (NO SOCIAL SECURITY BENEFIT) PLEASE NOTE THAT A FIX TO SOLQ WILL BE GOING INTO PRODUCTION AT THE END OF THIS WEEK, SO THAT THE QUERY WILL DISPLAY THE CORRECT AMOUNTS ON DXSX.

02 05 00 ***** DXDN FIX *****

WE CONTINUE TO RECEIVE REPORTS THAT WORKERS AND SUPERVISORS ARE UNABLE TO ACCESS THE NEW HIRE MATCH 02 05 00 SCREEN, DXDN, AND WANT TO LET EVERYONE KNOW THAT WORK IS IN PROGRESS ON THIS PROBLEM. WE ANTICIPATE THAT THE FIX WILL GO INTO PRODUCTION THE WEEKEND OF FEBRUARY 12, SO PLEASE CHECK YOUR CASES ON MONDAY, FEBRUARY 14.

***** SFCC, PREGNANCY, AND NEWBORN AGS *****

OVER THIS PAST WEEKEND WE HAVE MADE CHANGES TO SFCC. IN ORDER TO PREVENT A FATAL ERROR, YOU ARE NO LONGER ABLE TO CREATE MHSP, NHSP OR ME P WITHOUT A VALID PREGNANCY SEGMENT ON ANPI FOR THE TARGETED PERSON. THIS MEANS YOU CAN NOT DELETE ANPI AND THEN TRY TO CREATE THE ABOVE MENTIONED AGS. ON ANPI, YOU MUST ENTER THE PROPER BEG MMY AND END MMY OF THE PREGNANCY PERIOD, ALONG WITH ALL OTHER PREGNANCY INFORMATION, IN ORDER TO CREATE THE ABOVE MENTIONED AGS ON SFCC. YOU ALSO CAN NO LONGER CREATE MN OR NN ON SFCC WITHOUT THE PROPER INFORMATION COMPLETED ON ANNB. THE ERROR MESSAGE THAT WILL RESULT WHEN YOU TRY TO DO THIS PROCEDURE INCORRECTLY IS: BDF-NOT A VALID TARGET FOR THIS TYPE OF AG.

02 08 00 ***** DXQB *****

UNEMPLOYMENT COMPENSATION QUERY: WE HAVE DISCOVERED THAT PAYMENTS MADE IN THE YEAR 2000 DO NOT DISPLAY AT THE TOP OF THE FIRST SCREEN AS WOULD BE EXPECTED, BUT APPEAR AT THE END OF THE 1999 PAYMENT RECORDS. UNTIL THE REQUESTED FIX HAS BEEN COMPLETED, WORKERS WILL NEED TO SEARCH FOR UNEMPLOYMENT COMPENSATION PAYMENT INFORMATION BY PAGING DOWN TO VIEW ALL AVAILABLE RECORDS. WE WILL ANNOUNCE THE FIX WHEN IT GOES TO PRODUCTION.

***** SSN VERIFICATION *****

FOR SSN VERIFICATION MATCHES, IT IS IMPORTANT TO ENTER THE ACTION CODE ON DXRU PRIOR TO CORRECTING THE SSN. IN THE EVENT ANYONE IS HAVING TROUBLE COMPLETING SWS DISPOSITIONS AFTER HAVING ALREADY CORRECTED THE SSN, HERE IS A WAY TO GET TO DXRU. GO TO DXRD WITH THIS PARM: /SSWS//1299//XAA999. THE SECOND PARAMETER IS THE MONTH AND YEAR OF THE MATCH, AND THE LAST IS THE WORKER ID. ANYTHING IN 'WA' STATUS CAN THEN BE SELECTED, AND THAT WILL TAKE YOU TO DXRU TO ENTER THE ACTION CODE.

02 09 00 ***** QC TIP OF THE WEEK *****

AT INTAKE AND REVIEW, MAKE SURE ALL QUESTIONS ON THE ACPA SCREENS ARE ASKED. MISUNDERSTANDINGS OCCUR WHEN CLIENTS SHOW UP FOR A REVIEW AND THINK THEY'RE RE-REQUESTING A CLOSED ASSISTANCE TYPE WITHOUT ACTUALLY STATING IT. IF THE CLIENTS ARE SPECIFICALLY ASKED IF THEY WANT BC, MA, FS, ETC., THESE PROBLEMS WON'T OCCUR. PAY SPECIAL ATTENTION TO RE-REQUESTS FOR SANCTIONED INDIVIDUALS, I.E. CHILD SUPPORT AND FSET SANCTIONS.

02 10 00 ***** CHILD CARE TRAINING REANNOUNCEMENT *****

*** THE LAST LINE OF TUESDAYS MESSAGE WAS MISSING. ***

AGENCIES SHOULD HAVE RECEIVED OPS MEMO 00-04 WHICH DESCRIBES THE CHILD CARE BUDGET CHANGES THAT WILL BE IMPLEMENTED IN CARES AND CCPS LATER THIS MONTH. TO FURTHER DISCUSS THESE CHANGES AS WELL AS ONGOING CHILD CARE POLICIES, CHILD CARE NEW POLICY AND REFRESHER ONE DAY TRAINING SESSIONS HAVE BEEN SCHEDULED THROUGHOUT THE STATE. IF YOU HAVE NOT SIGNED UP OR HAVE NOT RECEIVED THE TRAINING ANNOUNCEMENT, OCC URGES YOU TO CONTACT YOUR REGIONAL TRAINING MANAGER.

02 12 00 ***** MORE ON SOLQ *****

DXSY - FURTHER RESEARCH ON THE GROSS AND NET AMOUNT FIELDS ON DXSX AND DXSY HAVE LED TO THE DISCOVERY THAT THE AMOUNTS ON DXSY ARE DISPLAYED INACCURATELY WHEN THERE IS A RECOUPMENT. WE NOW KNOW THAT THE PAYMENT AMOUNT WE RECEIVE FROM SSA IS THE NET ONLY (SAME AS SHOWN ON THE SOLQ DXSX SCREEN) AND THAT WE NEED TO CALCULATE THE GROSS FOR DXSY. THIS FIX IS EXPECTED TO GO INTO PRODUCTION ON FRIDAY, FEBRUARY 18.

02 12 00 ***** COACHES CORNER UPDATE *****

THE DECEMBER INCOME MAINTENANCE COACH'S CORNER HAD AN ERROR IN IT. FOR THE UPDATED MATERIAL, PLEASE CHECK THE TRAINING SECTION WEBSITE:

[HTTP://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM](http://workweb.dwd.state.wi.us/des/trainsec.htm)

02 12 00 ***** EFTS FOR CHILD CARE TO BE DELAYED *****

DUE TO A FEDERAL HOLIDAY ON 2/21/00, THE CHILD CARE EFTS WILL BE DEPOSITED IN PROVIDER BANK ACCOUNTS ONE DAY LATER ON 2/23/00. THE CHILD CARE CHECKS WILL BE MAILED AS USUAL ON 2/21/00.

02 16 00 **** POSSIBLE CARES ON-LINE DELAY ON 2/17 ****

ADVERSE ACTION IS WEDNESDAY, 2/16. SINCE CARES IS NOT TAKEN OFFLINE UNTIL 9:00 P M ON WEDNESDAYS, THERE IS A POSSIBILITY THAT CARES MAY BE DELAYED BEING BROUGHT ON LINE ON THURSDAY, 2/17, UNTIL THE ADVERSE ACTION PROCESSING IS COMPLETED. IF CARES IS NOT AVAILABLE BY 7:30, CHECK TH CALL CENTER ANNOUNCEMENTS FOR AN APPROXIMATE TIME FOR CARES AVAILABILITY.

02 16 00 ***** QC TIP OF THE WEEK *****

TO AVOID QUALITY CONTROL (QC) ERRORS, WORKERS MUST DOCUMENT HOW PROSPECTIVE ESTIMATES OF EARNED INCOME WERE DERIVED. MANY WORKERS USED THE ADDRESS FIELDS OF EMPLOYERS ON AFEI TO SHOW THEIR MATH CALCULATIONS. THAT IS NOT CORRECT. WE ADDED 3 COMMENT LINES ON THE AFEI DETAIL SCREEN AFDE FOR THIS PURPOSE. MAKE SURE THE CORRECT EMPLOYER'S ADDRESS IS LISTED ON AFEI AND THAT THE MATH CALCULATIONS AND NOTES ARE LISTED EITHER ON THE TEXT LINES ON AFDE OR ON CMCC.

02 16 00 ***** MAIL-IN REVIEW FORM PROBLEM *****

A PROBLEM RELATING TO THE USE OF THE NEW, SIMPLIFIED MAIL-IN RE-CERTIFICATION FORM, DES-11845, HAS BEEN RAISED. THE NEW SIMPLIFIED FORM DOES NOT INCLUDE ALL OF THE INFORMATION REQUIRED BY THE WORKERS DOING NURSING HOME AND WAIVER CASES. WE RECOMMEND THAT WORKERS USE THE NURSING HOME COMBINED APP, DES-2034, FOR NURSING HOME CASES, AND THE COMBINED APP, DES-2035, FOR WAIVER CASES.

02 18 00 ***** CC UPDATE *****

IN RESPONSE TO CONCERNS VOICED BY SOME AGENCIES, OCC WILL BE FAXING A LIST OF CHILD CARE CASES BY MONDAY THAT ARE OPEN IN FEBRUARY, 2000, AND HAVE CHILD SUPPORT INCOME, SELF EMPLOYMENT INCOME OR DEPENDENTS WITH EARNED INCOME. THIS LIST CAN BE USED BY AGENCIES THAT WANT TO RUN SFED AS EARLY AS POSSIBLE. IF ELIGIBILITY IS RUN FOR MARCH AND APRIL BEFORE THE MASS CHANGE ON FEBRUARY 26, AUTHORIZATIONS WILL BE SPLIT BY CCPS AND THE NEW INCOME WILL AUTOMATICALLY BE USED.

02 19 00 ***** W-2 ELIGIBILITY CHANGES *****

EFFECTIVE MONDAY, FEBRUARY 21, 2000, CHILD SUPPORT AND FAMILY SUPPORT WILL NO LONGER BE USED TO DETERMINE THE GROSS TEST OF ELIGIBILITY FOR W-2. ALSO, EARNED INCOME OF DEPENDENT CHILDREN WILL NO LONGER BE USED IN THE GROSS TEST OF ELIGIBILITY. THESE CHANGES ARE A RESULT OF BUDGET BILL CHANGES DETAILED IN OPERATIONS MEMO 00-06. THE NEXT TIME SFED IS RUN ON A CASE THAT HAS CHILD/FAMILY SUPPORT AND/OR EARNED INCOME OF A DEPENDENT CHILD, THIS INCOME WILL BE EXEMPTED.

***** APCI CHANGES *****

SEVERAL CHANGES HAVE BEEN MADE TO SCREEN APCI. YOU MAY NO LONGER DELETE AN APCI SCREEN WHEN THE REFERRAL FLAG IS SET TO "Y". WE HAVE ADDED ITEMS TO REFERENCE TABLE TRFR, REASONS NOT TO REFER AN ABSENT PARENT TO IVD. WHEN AN "N" IS PLACED IN THE REFER TO IVD SWITCH, YOU MUST ENTER A REASON FOR NOT REFERRING THIS CASE TO CHILD SUPPORT. AN OPS MEMO WILL BE OUT SHORTLY WITH MORE INFORMATION ABOUT CHANGES TO THE IVA/IVD INTERFACE.

02 19 00 ***** CHILD CARE EFTS AND THE HOLIDAY *****

DUE TO A FEDERAL HOLIDAY ON 2/21/00, THE CHILD CARE EFTS WILL BE DEPOSITED IN PROVIDER BANK ACCOUNTS ONE DAY LATER ON 2/23/00. THE CHILD CARE CHECKS WILL BE MAILED AS USUAL ON 2/21/00.

***** CHILD CARE BUDGET CHANGES *****

ALL OF THE CHILD CARE BUDGET CHANGES ARE NOW IN CARES. IF AGENCIES RUN ELIGIBILITY FOR MARCH AND APRIL BEFORE THE MASS CHANGE ON FEBRUARY 26, CCPS WILL AUTOMATICALLY SPLIT EXISTING AUTHS AND USE THE CORRECT GROSS INCOME FOR THE FAMILY COPAY. PLEASE SEE OPS MEMO 00-04 FOR ADDITIONAL INFORMATION.

02 19 00 AUTHS CAN NOW BE CREATED FOR ONE WEEK WITH A BEGIN DATE OF THE 1ST OF THE MONTH WHEN THAT IS THE FIRST MONTH OF ELIGIBILITY FOR THE FAMILY.

THE RATE CHANGE (CCA4, CCPB) NOTICE IS HERE. IF AN ADD NOTICE HAS ALREADY BEEN CREATED FOR AN AUTH AND THE AUTH SPLITS FOR SOME REASON (NEW PROVIDER RATE, OTHER AUTH DELETED, ETC.), CREATING A HIGHER RATE THE RATE CHANGE NOTICE WILL BE GENERATED. THE CORRESPONDING AUTH NUMBER WILL NOT CHANGE.

02 23 00 ***** QC TIP OF THE WEEK *****

THIS IS A REPEAT OF AN EARLIER QC TIP, BUT WE'RE STILL FINDING LOTS OF ERRORS ON THIS. WHEN A FS ASSISTANCE GROUP CLOSURES FOR ANY PERIOD OF TIME, EVEN ONE DAY, THE FS GROUP MUST REAPPLY. REMEMBER, THE FILING DATE IS THE DAY A SIGNED APPLICATION IS RECEIVED. PAGE 1 OF THE CAF MAY BE USED IN LIEU OF A COMPLETED CAF TO SET THE FILING DATE. FOOD STAMP BENEFITS ARE ISSUED PRORATED FROM THE FILING DATE. MAKE SURE ACPA HAS THE CORRECT FILING DATE FOR ALL ASSISTANCE GROUPS AT APPLICATION, ESPECIALLY THE NEW FILING DATE FOR FOOD STAMPS. REFER TO OM 99-42 FOR DETAILS.

02 24 00 ***** JOB OPENINGS *****

AN APPLICANT JOB POOL IS BEING CREATED FOR PAYMENT ACCURACY CONSULTANT (PAC) JOB OPENINGS. THESE POSITIONS WILL BE USED TO START A NEW STATEWIDE PROGRAM FOR ASSISTING LOCAL AGENCIES TO INCREASE FOOD STAMP PROGRAM PAYMENT ACCURACY. THESE POSITIONS CAN BE LOCATED AROUND THE STATE AND ARE FULL TIME POSITIONS WITH BENEFITS. THE PAC PROJECT IS A COLLABORATIVE EFFORT BETWEEN UW-OSHKOSH AND THE OFFICE OF FOOD STAMPS AND MA. THE EMPLOYER IS THE UW-OSHKOSH, CENTER FOR CAREER DEVELOPMENT (CCDET). TO OBTAIN THE JOB ANNOUNCEMENT SEND AN E-MAIL TO JJASTROW@EXECPC.COM OR CALL (414) 329-3651. DEADLINE IS 3/10/00.

02 24 00 THE DECEMBER 1999 INFOWORKS WAS NOT ISSUED. THE GOOD NEWS IS THAT THE JANUARY 2000 ISSUE OF DES INFOWORKS IS PUBLISHED. DES STAFF CAN ACCESS IT DIRECTLY FROM THIS ADDRESS:

02 26 00 ***** NEW IVA/IVD ALERTS *****

THIS PAST WEEKEND CHANGES WERE MADE TO THE IVA/IVD INTERFACE. CARES WORKERS WILL BE RECEIVING NEW ALERTS FROM KIDS. THE NEW ALERTS ARE NUMBERS 292 THRU 300 AND CORRESPOND TO THE NON-REFERRAL REASON CODES FOUND ON REFERENCE TABLE TRFR. THESE ALERTS ARE INFORMATIONAL AND ARE GENERATED BY THE CHILD SUPPORT AGENCY. WHEN YOU GET ONE OF THESE ALERTS, YOU MUST CONTACT THE CHILD SUPPORT AGENCY TO FIND OUT WHICH CHILD IN THE CASE IS AFFECTED AND WHAT CHANGES HAVE OCCURRED WITH THAT CHILD'S ABSENT PARENT. AN OPERATIONS MEMO WILL BE COMING OUT SHORTLY EXPLAINING THESE ALERTS IN MORE DETAIL.

02 26 00 ***** CHILD CARE *****

LOOK FOR BWSP OPS MEMO 00-11. IT WILL EXPLAIN HOW TO OVERRIDE A \$0 CHILD CARE PROVIDER ISSUANCE MADE IN ERROR AND HOW TO MAKE A PAYMENT ADJUSTMENT THAT EXCEEDS THE \$9.99/HR CAP FOR ATTENDANCE BASED AUTHS WHEN THERE HAS BEEN AN UNDERPAYMENT.

THE CHILD CARE AUTHORIZATION MASS CHANGE RAN THIS WEEKEND. ALL AUTHS SPANNING 2/27/00 HAVE BEEN SPLIT WITH NEW AUTHS USING THE MARCH 2000 INCOME ON ECGT AND THE NEW COPAYMENT SCHEDULE THAT WAS DISTRIBUTED WITH OPS MEMO 00-04. PROVIDERS HAVE BEEN SENT THE REPORT STYLE NOTICE WHICH CAN BE VIEWED IN AN EOS COPAY CHANGE REPORT (CCC293RA).

02 26 00 THE FEBRUARY EDITION OF THE PRO SHOP FOR INCOME MAINTENANCE AND CHILD SUPPORT HAS BEEN PUBLISHED. PLEASE VISIT THE SITE AT:

[HTTP://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM](http://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM)

03 02 00 WE ARE AWARE THAT AN UNUSUALLY LARGE NUMBER OF ALERT 058 'SSI DICREPANCY...' WERE PRODUCED THIS MONTH. SSA REPORTED LAST YEARS SSI IN THE NET AMOUNT AND THIS YEAR IN THE GROSS AMOUNT. FOR THE DISCREPANCY, THE NET PLUS THE STATE AMOUNT ARE ADDED AND COMPARED TO CARES. IF THESE DO NOT MATCH, ADD THE GROSS AND THE STATE AMOUNT AND COMPARE IT TO THE CARES SSI AMOUNT. IF THESE MATCH, TRAN TO DXRU AND ENTER 'NA' ACTION CODE AND THE DATE. WE BELIEVE WE CAN PREVENT THIS FROM HAPPENING IN FUTURE MONTHS.

03 03 00 THE AUTOMATION DESCRIBED IN BWSP OPERATIONS MEMO 00-11 DID NOT MOVE INTO PRODUCTION AS SCHEDULED ON 2/28/00. THIS AUTOMATION WILL BE IN PRODUCTION EFFECTIVE 3/6/00.

03 03 00 ***** APNC REMINDER *****

THE PERSON NUMBER TO BE ENTERED ON SCREEN APNC AFTER THE FIELD 'PERSON NUM:' IN THE MIDDLE OF THE SCREEN MUST BE THE PERSON WHO IS RESPONSIBLE FOR COOPERATING. THIS IS CARETAKER. IT IS NEVER THE CHILD.

IF THE WRONG PERSON IS ON THIS LINE AND YOU WISH TO CORRECT IT, FIRST ENSURE THAT THE COOPERATION FIELDS FOR THE WRONG PERSON ARE CODED 'Y' ON APNC AND 'ENTER' IS PRESSED. THEN THE PROPER PERSON NUMBER CAN BE ENTERED WITH THE PROPER COOPERATION CODES.

03 03 00 **** CHILD CARE HELP DESK UNAVAILABLE ****

THE OFFICE OF CHILD CARE OFFICES ARE MOVING. DUE TO THE MOVE, CALLS TO THE CHILD CARE HELP DESK WILL NOT BE ANSWERED TODAY. PLEASE LEAVE A MESSAGE AND YOUR CALL WILL BE RETURNED AS SOON AS POSSIBLE. SORRY FOR THE INCONVENIENCE.

03 08 00 ***** QC TIP OF THE WEEK *****

UNDER NEW REGULATIONS, ANYONE IN AN FS GROUP RECEIVING OR AUTHORIZED TO RECEIVE A TANF FUNDED SERVICE LISTED IN OPS MEMO 99-77 WILL MAKE THE ENTIRE FOOD STAMP AG CATEGORICALLY ELIGIBLE. THIS INCLUDES RECEIPT OF W-2 CHILD CARE (CC). IF ANYONE IN AN FS GROUP IS IN AN OPEN CC ASSISTANCE GROUP IN CARES, THEN THE FS GROUP IS CATEGORICALLY ELIGIBLE. THE CC GROUP NEED NOT BE "AUTHORIZED" FOR CC SERVICES WITH A PROVIDER YET, ONLY DETERMINED ELIGIBLE (OPEN) IN CARES. ENTER Y ON ANBC'S TANF SERVICES FIELD FOR EACH INDIVIDUAL IN AN OPEN CC AG.

03 10 00 ***** CHILD CARE REPORTS *****

THE OFFICE OF CHILD CARE HAS RECENTLY ADDED A SERIES OF STATISTICAL SUMMARY REPORTS TO ITS WEBSITE. THE REPORTS, PRODUCED FROM THE DATA WAREHOUSE, CONTAIN USEFUL SUMMARY INFORMATION REGARDING THE WISCONSIN SHARES (CHILD CARE SUBSIDY) PROGRAM. WITH THE EXCEPTION OF SOME REPORTS WHICH PRESENT MILWAUKEE COUNTY AND BALANCE OF STATE DATA, COUNTY-SPECIFIC DATA IS NOT INCLUDED. THE WEBSITE ADDRESS FOR THESE REPORTS IS

[HTTP://WWW.DWD.STATE.WI.US/DES/CHILDCARE/WISHARES/WISHARES.HTM](http://WWW.DWD.STATE.WI.US/DES/CHILDCARE/WISHARES/WISHARES.HTM).

QUESTIONS REGARDING THE WISCONSIN SHARES PROGRAM, INCLUDING THESE REPORTS, SHOULD BE DIRECTED TO THE CHILD CARE HELP DESK AT 608/261-4580.

03 10 00 ***** MORE DXSQ *****

THERE HAS BEEN A PROBLEM REPORTED WITH SOLQ QUERIES FOR INDIVIDUALS BORN PRIOR TO 1906, RESULTING IN NO RESPONSE BEING RETURNED FROM SSA. THIS WAS A DATE PROBLEM, WHICH HAS NOW BEEN FIXED.

A SECOND PROBLEM - SOLQ SOMETIMES DOES NOT PROVIDE THE PAYMENT STATUS CODE AND DATE ON DXSX, ALTHOUGH THIS IS PROVIDED ON DXSX BY THE MONTHLY BENDEX MATCH. SSA IS WORKING ON THIS PROBLEM AND HOPES FOR A FIX IN A FEW WEEKS. PLEASE CHECK DXSX FROM THE MONTHLY BENDEX MATCH FOR THIS INFORMATION UNTIL WE ARE INFORMED OF A FIX.

IN ADDITION, IT HAS BEEN REPORTED THAT FOR SOLQ QUERIES FOR SS INFORMATION, DXSA DOES NOT DISPLAY THE RECOUPMENT AMOUNT OR END DATE, ALTHOUGH THIS DATA IS PROVIDED ON DXSA BY THE MONTHLY BENDEX MATCH. AGAIN, PLEASE CHECK THIS SCREEN FROM THE MONTHLY MATCH UNTIL THIS PROBLEM HAS BEEN CORRECTED.

THANK YOU TO EVERYONE WHO REPORTS PROBLEMS, AS THESE ARE DIFFICULT TO DETECT.

03 14 00 ***** DXSQ *****

UNTIL NOW, THE SOLQ QUERY DID NOT ALLOW REQUESTS TO BE SENT ON INDIVIDUALS IN CLOSED CASES, BUT THIS CHANGED FOLLOWING IMPLEMENTATION OF A FIX ON FRIDAY, MARCH 10. NOW, WORKERS ARE ABLE TO REQUEST DATA ON INDIVIDUALS ON CLOSED CASES AS WELL AS OPEN ONES.

***** REPORTS UPDATE *****

THE BASIC EDUCATION ACTIVITIES PERFORMANCE REPORTS (C517 AND C518) FOR FEBRUARY HAVE BEEN REMOVED FROM EOS AS THEY WERE RUN WITH THE WRONG DATE PARAMETERS. THE REPORT IS BEING RE-RUN WITH CORRECT DATE PARMS AND SHOULD BE AVAILABLE TO YOU SOON. THE GOOD NEWS IS THAT THE NEW REPORT SHOULD SHOW AN IMPROVEMENT IN PERFORMANCE.

03 14 00 ***** BIET - EBT CARDHOLDERS *****

BIET IS A NEW SCREEN THAT DISPLAYS EBT CARDHOLDER INFORMATION FOR A CASE. ENTER BIET IN THE NEXT TRAN FIELD AND THE CASE NUMBER IN THE PARMS FIELD TO DISPLAY THE CURRENT EBT CARDHOLDERS ON THE CASE. THIS SCREEN WILL HELP COUNTIES THAT HAVE CONVERTED TO EBT DETERMINE IF A CARDHOLDER FOR AN AG WAS ISSUED A WISCONSIN QUEST CARD AND IS A CURRENT CARDHOLDER ON THE CSI (CITICORP SERVICES INC.) SYSTEM. DURING EBT CONVERSION IN A COUNTY/TRIBE, CARES SENDS CARDHOLDER INFORMATION TO CSI IN BOTH CONVERSION FILES. AFTER THE EBT "GO LIVE" DATE, CARES SENDS ADDITIONS, CHANGES OR DELETIONS OF THE EBT CARDHOLDERS TO CSI DAILY. PRESS PF1 FOR SCREEN HELP TO GET MORE INFORMATION ON THE FIELDS DISPLAYED ON BIET.

03 15 00 ***** QC TIP OF THE WEEK *****

ON SCREEN AFUC, THE UTILITY COSTS SCREEN, ONLY ANSWER "Y" TO THE "CONTRIBUTES IN AN UNKNOWN AMOUNT?" QUESTION IF THAT IS TRUE. IT SEEMS MANY WORKERS ANSWER Y HERE IN ERROR, POSSIBLY BECAUSE THE ACTUAL UTILITY AMOUNTS ARE NOT REQUIRED IF THE FS GROUP CHOOSES THE STANDARD UTILITY ALLOWANCE (SUA). IF THE SUA IS CHOSEN, ENTER A BEST ESTIMATE OF THE UTILITY COST SINCE THE AMOUNT DOES NOT NEED TO BE VERIFIED AT REVIEW.

03 16 00 *** CLARIFICATION FOR EMPLOYMENT REPORTING ***

DATA RECORDED IN THE BEGIN DATE FIELD ON WPEH AND THE EMPLOYMENT BEGIN DATE ON AFEI/AFSE IS DEFINED AS THE ACTUAL DATE THAT THE INDIVIDUAL BEGAN WORKING FOR THIS EMPLOYER. IF IT IS THE SAME EMPLOYER, THESE DATES ARE EXPECTED TO BE THE SAME.

THE ONLY EXCEPTION TO THIS IS WHEN AN INDIVIDUAL BEGINS EMPLOYMENT WITH AN EMPLOYER AS A TRIAL JOB OR ON-THE-JOB TRAINING. THIS JOB WILL BE RECORDED ON AFEI ONCE WITH THE EMPLOYMENT BEGIN DATE THE FIRST DAY OF THE SUBSIDIZED EMPLOYMENT. WPEH WILL DISPLAY 2 EPISODES FOR THE SAME EMPLOYER. ONE WILL NOT BE AN ENTERED EMPLOYMENT AND THE BEGIN DATE WILL BE THE DATE THE SUBSIDIZED EMPLOYMENT BEGAN. IF THE JOB CONTINUES AFTER THE TRIAL JOB OR ON-THE-JOB TRAINING ENDS, THE JOB WILL AGAIN BE REPORTED ON WPEH AS AN ENTERED EMPLOYMENT WITH THE BEGIN DATE THE FIRST DATE THAT THE EMPLOYMENT WAS UNSUBSIDIZED.

IT HAS ALWAYS BEEN THE INTENT TO HAVE AFEI UPDATED WITH ALL EMPLOYMENT CHANGES. THE AFEI HELP SCREEN HAS BEEN MODIFIED TO INCLUDE; "UPDATE AFEI FOR ALL EPISODES OF EMPLOYMENT, REGARDLESS OF DURATION OR PROJECTED AFFECT ON ELIGIBILITY".

03 17 00 THE FEBRUARY 2000 INFOWORKS IS PUBLISHED ON THE INTRANET. THE ADDRESS IS:

[HTTP://DWDWORKWEB/DES/DESINFOWORKS/INFOWORKSFEB00.HTM](http://DWDWORKWEB/DES/DESINFOWORKS/INFOWORKSFEB00.HTM)

03 18 00 ***** DXSY *****

PLEASE NOTE WHEN REVIEWING HISTORY INFORMATION ON DXSY THAT SSA SENDS US ONLY 8 HISTORY RECORDS, AND THESE COULD BE A COMBINATION OF PAYMENTS AND RECOUPMENTS. IF THE LAST RECORD SHOWN IS A PAYMENT, A RELATED RECOUPMENT RECORD MAY NOT HAVE BEEN RECEIVED AND THEREFORE NOT USED IN THE CALCULATION. THIS COULD RESULT IN AN UNRELIABLE FIGURE FOR THE GROSS AMOUNT IN THE LAST LINE (LINE 8). IF THE HISTORY RECORDS YOU REQUIRE ARE NOT SHOWN, THIS DATA MAY BE REQUESTED FROM YOUR SS REPRESENTATIVE.

03 18 00

***** CARES/POLICY CALL CENTER *****

THE DES CARES/POLICY CALL CENTER IS NOW FULLY STAFFED BY LINDA AUCHUE, BERT BLUMA, EDITH CUMMINGS, PAM KIERN AND LAURIE TEUBERT. EFFECTIVE MARCH 20, THE TELEPHONE (608-261-6317) HOURS ARE MONDAY THRU FRIDAY FROM 8:00 AM TO 4:00 PM. VOICE MESSAGES MAY BE LEFT 24 HRS/7DAYS A WEEK. QUESTIONS/PROBLEMS MAY ALSO BE FAXED TO 608-261-6968 OR SENT TO THE FOLLOWING E-MAIL ADDRESS: CARPOLCC@DWD.STATE.WI.US. PLEASE REMEMBER TO HAVE YOUR LOCAL CARES AND/OR POLICY COORDINATORS ASSIST YOU IN RESEARCHING THE QUESTIONS/PROBLEMS BEFORE THE COORDINATOR PHONES THE CALL CENTER.

03 21 00 THE DES/BFS TRAINING SECTION WEBPAGE HAS BEEN UPDATED WITH THE NEW PRO SHOP AND COACH'S CORNER NEWSLETTER ISSUES FOR MARCH AND THE QUARTERLY PREVIEW FOR THE 2ND QUARTER, 2000 IS NOW AVAILABLE ON THE WEB.

03 20 00 ANEW-WI SPRING CONFERENCE -- APRIL 7.....

LEARN MORE ABOUT THE MA PURCHASE PLAN (MAP), BADGERCARE, W-2 EBT, ETC. AT THIS YEAR'S ANEW-WI CONFERENCE. SPEAKERS INCLUDE JIM JONES WHO WILL PRESENT A WORKSHOP AND AT THE GENERAL SESSION; JENNY CARTHEW (BHCE), SHARON POMO (DES) AND FORMER ANEW-WI PRSEIDENT, KATHY JUDD. THE CONFERENCE IS AT CHULA VISTA IN THE DELLS. THOSE ATTENDING THE ENTIRE DAY WILL RECEIVE A CERTIFICATE GRANTING 6 HOURS OF PROFESSIONAL TRAINING CREDIT. THE CONFERENCE BEGINS AT 8:00 AM AND ENDS AT 4:00 PM. REGISTRATIONS WILL BE TAKEN THROUGH MONDAY, APRIL 3. MAIL REGISTRATIONS TO JANE PECK, 2994 COUNTY RD. ES, ELKHORN, WI, 53121 -OR- FAX THEM TO JANE AT 262-741-3320. CALL JANE AT 262-741-3329 WITH QUESTIONS.

03 22 00 ***** QC TIP OF THE WEEK *****

WHEN CALCULATING OVERPAYMENTS DUE TO ANY TYPE OF CLIENT ERROR, DO NOT APPLY THE 20% EARNED INCOME DEDUCTION TO EARNED INCOME WHICH IS REPORTED UNTIMELY. USE ACTUAL INCOME RECEIVED BY THE AG TO DETERMINE THE

OVERPAYMENT. THIS INCLUDES USING ACTUAL INCOME FROM A JOB WHERE A CLIENT ERROR DIDN'T OCCUR, OR USING ACTUAL INCOME FROM AN UNEARNED SOURCE. EVEN THOUGH A PROSPECTIVE ESTIMATE WAS USED TO DETERMINE THE ORIGINAL FS ISSUANCE, THE ACTUAL INCOME RECEIVED BY THE GROUP IS USED TO DETERMINE THE OVERPAYMENT. THIS CORRECTS THE BOTTOM OF PAGE 6 OF OM 99-64, WHICH IS WRONG. THIS WILL BE CORRECTED IN AN UPCOMING OPERATIONS MEMO.

03 25 00 ***** CC ELIGIBILITY *****

CHILD CARE ELIGIBILITY FOR MARCH OR LATER WILL NO LONGER BE AFFECTED BY PENDING OR UNVERIFIED CHILD SUPPORT INCOME. THE CHILD CARE AUTHORIZATION MASS CHANGE FOR THE ANNUAL FPL CHANGES WILL OCCUR ON APRIL 29, 2000. AN OPS MEMO EXPLAINING THE CHANGES WILL BE OUT SOON.

03 28 00 CMCRR

THE CMCRR - CUSTOMIZED ALERT REQUEST SCREEN IS NOW AVAILABLE. THIS ALLOWS THE USER TO SELECT WHICH ALERTS WILL DISPLAY AND WHAT ORDER THEY WILL BE DISPLAYED. SEE THE CMCRR HELP SCREEN FOR SELECTION CRITERIA.

03 29 00 **** TABLE ACTIVATION FOR FPL AND OTHER INFO****

THE FOLLOWING TABLES HAVE BEEN UPDATED AND ACTIVATED, AS OF THIS MORNING, WITH THE NEW FEDERAL POVERTY LEVEL AMOUNTS: TMST - MA NEEDS STANDARD; TBCS - BADGERCARE STANDARDS; TMPE - MA ELIGIBILITY PARAMETERS; AND TASP - ASSET ELIGIBILITY STANDARDS. TWWS - WI WORKS NEEDS STANDARD AND TCCS- CHILDCARE NEED STANDARD HAVE BEEN PREVIOUSLY ACTIVATED. THE NEW STANDARDS ARE EFFECTIVE FOR ELIGIBILITY BEGINNING 5/1/00. THE NEW STANDARDS WILL BE PUBLISHED IN OPS-MEMOS 00-19 (MA) AND 00-20(CC)

THE FPL MASS CHANGED WILL BE RUN APRIL 7-8 TO INCLUDE ALL OF THE SELECTED CASES. WORKERS NEED DO NOTHING EXCEPT BE AWARE THAT ELIGIBILITY RUN FOR 5/1 AND BEYOND WILL BE USING THE NEW STANDARDS BEGINNING TODAY.

03 30 00 ***** APCI CLEAN-UP REPORTS *****

THIS WEEK, YOUR AGENCY WILL BE RECEIVING A SET OF APCI CLEAN-UP REPORTS. CHANGES WILL BE MADE TO THE IVA-IVD (CARES/KIDS) INTERFACE IN JUNE. TO ENSURE A SMOOTH CONVERSION, DUPLICATE INFORMATION ON APCI MUST BE CORRECTED. THIS APCI CLEAN-UP MUST BE COMPLETED PRIOR TO THE INTERFACE GOING TO PRODUCTION. INSTRUCTIONS ARE BEING MAILED WITH THESE REPORTS AND EACH WORKER THAT RECEIVES A REPORT MUST ALSO GET A COPY OF THE INSTRUCTIONS. AN OPERATIONS MEMO ON THE IVA-IVD INTERFACE CHANGES WILL BE COMING OUT SHORTLY. PLEASE DIRECT YOUR PROCEDURAL QUESTIONS TO THE DES CALL CENTER.

03 30 00 ***** QC TIP OF THE WEEK *****

IF SOMEONE IS ONLY INCAPACITATED FROM THE FSET PROGRAM, THEN A "Y" SHOULD BE ENTERED ONLY ON THE BOTTOM LINE ON ANDI, "IS THIS PERSON INCAPABLE OF FINDING GAINFUL EMPLOYMENT?" IF A "Y" IS ENTERED ON EITHER OF THE OTHER DISABILITY QUESTIONS, CARES WILL ALLOW EXCESS SHELTER COSTS, WHICH IS NOT CORRECT FOR INCAPACITATION.

03 31 00 ***** CORRECTION TO APCI CLEAN-UP REPORTS *****

THE CLEAN-UP IS TO BE COMPLETED BY THE END OF APRIL, NOT THE END OF JUNE.

03 31 00 ***** W-2 PERFORMANCE STANDARD ISSUE *****

ACTP IS THE SCREEN USED TO COLLECT TWO-PARENT DATA IN CARES. THERE ARE SEVERAL TWO-PARENT AND ONE-PARENT CASES WITH INACCURATE DATA ON ACTP BECAUSE THE PARENT IN THE PLACEMENT ON ACWI CHANGED OR BECAUSE THE SECOND PARENT LEFT THE HOME. FEPS MUST UPDATE THIS SCREEN WHENEVER THE PERSON CHANGES ON ACWI OR WHEN A PARENT LEAVES OR ENTERS THE HOME. ANYTIME ACTP DISPLAYS, WORKERS SHOULD VALIDATE THE INFORMATION AND PROCESS WITH PF24. ACTP DATA THAT IS NOT ACCURATE CAN ADVERSELY AFFECT AN AGENCY'S W-2 PERFORMANCE STANDARD.

04 04 00 CBT COURSE DEADLINES HAVE BEEN EXTENDED. THE CHILD SUPPORT AND FOOD STAMP COURSES SCHEDULED TO EXPIRE ON 3/31/00 HAVE BEEN EXTENDED THROUGH THE 2ND QUARTER. THESE COURSES WILL EXPIRE ON 6/30/00.

04 04 00 ++++++ EMERGENCY ASSISTANCE APPLICATION FORM ++++++

THE REVISED DES 2010 FORM FOR THE EMERGENCY ASSISTANCE PROGRAM IS NOW AVAILABLE ON THE DWD/DES PARTNER PAGE ON THE EXTRANET. A HARD COPY OF THE FORM WITH INSTRUCTIONS WAS INCLUDED IN BWSP OPERATIONS MEMO 00-08. THE OPERATIONS MEMO PROVIDED CLARIFICATION ON THE NEW CONDITIONS FOR EA ELIGIBILITY, NOW EXPANDED TO INCLUDE PERSONS AT RISK OF IMPENDING HOMELESSNESS. PLEASE DOWNLOAD AND USE THE NEW DES 2010 FORM AND INSTRUCTIONS WHEN PROCESSING ALL APPLICATIONS FOR EA. THANK YOU.

04 05 00 ***** QC TIP OF THE WEEK *****

IF A RECIPIENT OF MEDICARE IS ON SELF PAY, BE SURE TO PUT THE NET SSDI AMOUNT ON AFUI AND COMPLETE THE AFMD SCREEN SHOWING SELF-PAY. CARES WILL ADD THE MEDICARE PREMIUM ON AFMD BACK WITH THE NET AMOUNT ON AFUI.

04 07 00 WE HAVE HEARD OF NURSING HOMES CALLING LOCAL AGENCIES ABOUT RECOUPMENTS BEING TAKEN BY EDS FOR ERRORS INVOLVING PAST NH LIABILITY AMOUNTS BACK TO 1997. LAST MONTH, EDS NOTIFIED ABOUT 300 NURSING HOMES STATEWIDE OF RECOUPMENTS THEY WERE MAKING ON PAST LIABILITIES FOR ABOUT 1100 MEDICAID RECIPIENTS. THE ACTION WAS TAKEN AS A RESULT OF A RECENT AUDIT. DHCF HAS LEARNED THAT A NUMBER OF THESE ACTIONS WERE INAPPROPRIATE BECAUSE THEY DID NOT MEET THE ADVERSE ACTION NOTICE REQUIREMENT. AS A RESULT, DHCF HAS DIRECTED EDS TO STOP ALL NH RECOUPMENTS AND RETURN COLLECTED AMOUNTS BACK TO THE NURSING HOMES. IF YOU ARE CONTACTED BY EITHER A NURSING HOME OR A RECIPIENT CONCERNING THESE RECOUPMENTS, PLEASE ADVISE THEM THAT THIS WAS AN ERROR AND IT WILL BE CORRECTED AS SOON AS POSSIBLE.

04 07 00 ***** CREDIT BUREAU AND DIALUP ACCESS *****

EFFECTIVE MAY 10 THERE WILL BE A CHANGE TO DIALUP ACCESS AND ACCESS TO THE CREDIT BUREAU SYSTEM. ON THAT DATE (5/10/00), STAFF WILL NO LONGER USE THE SELECTION "IBM" TO ACCESS THESE SYSTEMS. THIS IS BEING REPLACED BY "ATT". THE "ATT" OPTION CAN BE ENTERED ON THE MAIN SELECTION SCREEN OR ON THE MENU MGR SCREEN.

THE "ATT" OPTION CAN BE USED NOW. BOTH OPTIONS WILL WORK UNTIL MAY 10TH, AT WHICH TIME ONLY THE "ATT" OPTION CAN BE USED.

04 08 00 ***** CHILD CARE FIX *****

CCSP HAS BEEN FIXED. REGISTRATION FEES CAN NOW BE ENTERED FOR ALL CHILDREN IN A CASE TO PROVIDER.

04 17 00 ===== BWSP OPERATIONS MEMO 00-20 -- ERROR =====

YOU PROBABLY HAVE RECEIVED 2 VERSIONS OF BWSP OPERATION MEMO 00-20, "WISCONSIN WORKS & WISCONSIN SHARES (CHILD CARE SUBSIDY) PROGRAM--FEDERAL POVERTY LEVEL CHANGES). WE DON'T KNOW YET WHAT WENT WRONG, BUT 1 VERSION IS CORRECT AND ANOTHER VERSION IS WRONG. THE ONLY DIFFERENCE IN THE VERSIONS IS THE LAST PAGE. ON PAGE 5 IS A TABLE, "2000 CHILD CARE COPAY SCHEDULE". SEE THE UPPER RIGHT CORNER.

CORRECT VERSION = EFFECTIVE DATE 04/30/2000.

INCORRECT VERSION = EFFECTIVE DATE 02/27/2000.

THE INCORRECT VERSION PROVIDES FIGURES THAT ARE NOT UP- TO-DATE; DO NOT USE THE INVOCORRECT VERSION.

04 17 00 OFFICE OF CHILD CARE HAS RECEIVED NOTIFICATION THAT APPROXIMATELY 180 CHILD CARE PROVIDERS WILL RECEIVE A LETTER FROM DEPARTMENT OF WORKFORCE DEVELOPMENT BUREAU OF FINANCE INFORMING THEM THEIR NAME AND/OR TAXPAYER IDENTIFICATION NUMBER IN CCPS DOES NOT AGREE WITH INTERNAL REVENUE SERVICE RECORDS. THESE MISMATCHES ARE BASED ON 1099 INFORMATION SENT FOR THE TAX YEAR 1999. SOME OF THESE MISMATCHES MAY HAVE ALREADY BEEN CORRECTED. ATTACHED TO THE LETTER THEY RECEIVE WILL BE INSTRUCTIONS ON HOW TO COMPLETE THE IRS B-NOTICE WHICH IS THE W-9 SUBSTITUTE FORM. ANY QUESTIONS REGARDING THIS SHOULD BE REFERRED TO MIKE O'BRIEN AT (608) 267-8898.

04 17 00 ***** EWSSA MEETING AND WORKSHOPS *****

EWSSA MEETING IN NEW LONDON AT CRYSTAL FALLS ON 4/25/00: A WAIVER REFRESHER TRAINING WILL BE OFFERED BY IRENE ANDERSON (BALTCR), BARB KLIPP (TMG), RITA CAIRN (BALTCR) & KATHY JUDD (REGIONAL TRAINER) FROM 10:00 - 3:00 FOR BOTH ESS & CASE MANAGERS. ADDITIONAL WORKSHOPS: W2 PERFORMANCE STANDARDS Q & A BY LYNDA FISCHER-WORDEN (TRAINING MGR) & BEKI LOCKERY FROM 10:00 -11:45. FAIR HEARING PROCESS BY KEN ADLER (OFFICE OF HEARINGS) FROM 1:00 - 3:00. SEND REGISTRATIONS TO JIM BESTUL, SHAWANO CO DSS, PO BOX 434, SHAWANO WI 54166 OR CALL 715-526-4741 OR FAX 715-526-4759 OR E-MAIL TO SOCJIM@CO.SHAWANO.WI.US DEADLINE 4/14/00 OR ASAP. IF YOU NEED MORE INFO OR TO CONTACT ME, I'M AT 920-787-6580.

04 19 00 ***** QC TIP OF THE WEEK FOR WEEK OF 4/10/00 *****

THE FEDERAL MANUAL STATES THAT 'CERTIFIED HOUSEHOLDS ARE REQUIRED TO REPORT THE FOLLOWING CHANGES IN CIRCUMSTANCES'CHANGES IN RESIDENCE AND THE RESULTING CHANGE IN SHELTER COSTS.' THEREFORE, CERTIFIED HOUSEHOLDS ARE NOT REQUIRED TO REPORT CHANGES IN RENT DURING CERTIFICATION PERIODS UNLESS THE HOUSEHOLD CHANGES RESIDENCY. THEN THE HOUSEHOLD IS RESPONSIBLE TO REPORT CHANGES IN RENT, MORTGAGE AND UTILITY EXPENSE CHANGES.

04 21 00 ***** FIXES FOR THE FOLLOWING PROBLEMS ARE PLANNED FOR

CARES THIS WEEKEND (4/21/):

-AGEC FATAL -811EMS (CASES WITH INAPPROPRIATELY

-ACWI EDIT PROBLEMS (CASES WITH INAPPROPRIATELY PUF) ENTERED DATA MAY STILL NEED TO BE REPORTED FOR SPUF)

-ABWD STUCK IN TRAN FOR COMPANION CASES

-AIWP FATAL -803ATE PROBLEMS (INCLUDING 272 CLOSURE)

-MA DEDUCTIBLE DATE PROBLEMS (INCLUDING 272 CLOSURE)

THE MEDICAID DEDUCTIBLE FIX WILL ALLOW YOU TO CREATE A NEW DEDUCTIBLE PERIOD IMMEDIATELY FOLLOWING A PRIOR ED PERIOD. CASES WITH EXISTING 272 PROBLEMS MAY BE FIXED ON CARES BY RERUNNING SFED WITH DATES. THE 272 FAILURE REASON CODE WILL STILL APPEAR WHEN PRIOR DEDUCTIBLE IS UNMET, REVIEW NOT COMPLETED BY ADVERSE ACTION OF LAST MONTH OF PRIOR PERIOD, AND DEDUCTIBLE AG NOT CLOSED AT ADVERSE ACTION BY CARES. TO FIX, DO REVIEW AND RUN SFED FOR RECURRING MONTH. CONFIRM THE 272 CLOSURE. THE SAME DAY, RERUN SFED FOR THE RECURRING MONTH. THE 272 FAILURE REASON WILL DISAPPEAR. YOU MAY THEN CONFIRM AND ESTABLISH THE NEW DEDUCTIBLE PERIOD ON AGMD.

THE **272 FAILURE REASON CODE** WILL STILL APPEAR WHEN PRIOR DEDUCTIBLE IS UNMET, REVIEW NOT COMPLETED BY ADVERSE ACTION OF LAST MONTH OF PRIOR PERIOD, AND DEDUCTIBLE AG NOT CLOSED AT ADVERSE ACTION BY CARES. TO FIX, DO REVIEW AND RUN SFED FOR RECURRING MONTH. CONFIRM THE 272 CLOSURE. THE SAME DAY, RERUN SFED FOR THE RECURRING MONTH. THE 272 FAILURE REASON WILL DISAPPEAR. YOU MAY THEN CONFIRM AND ESTABLISH THE NEW DEDUCTIBLE PERIOD ON AGMD.

04 22 00 THE DES/BFS TRAINING SECTION WEBPAGE HAS BEEN UPDATED WITH THE NEW PRO SHOP AND COACH'S CORNER NEWSLETTER ISSUES FOR APRIL.

04 22 00 ***** CHILD CARE AND SCHOOL ATTENDANCE *****

TEEN PARENTS WHOSE ACTIVITY FOR CHILD CARE IS ENROLLMEN ENROLLMENT IN HIGH SCHOOL (TPHS) ON SCREEN ANCI NO LONGER HAVE TO BE ENROLLED FULL TIME (FU) ON THE SCHOOL ENROLLMENT SCREEN ANSE TO BE ELIGIBLE FOR CC. NOW, TEEN PARENTS THAT ARE IN HIGH SCHOOL CAN BE ENROLLED FULL TIME (FU), HALF TIME (HA), LESS THAN HALF TIME (LH) OR THREE QUARTERS TIME (TT) WITHOUT FAILING FOR NOT BEING IN A VALID SCHOOL ENROLLMENT STATUS (REASON CODE 274).

04 25 00 * REBROADCAST OF GARBLED MESSAGE APPEARING FRIDAY 4/21

FIXES FOR THE FOLLOWING PROBLEMS WERE DONE IN CARESTHIS WEEKEND (4/21/):

- AGEC FATAL -811
- ACWI EDIT PROBLEMS (CASES WITH INAPPROPRIATELY
- ENTERED DATA MAY STILL NEED TO BE REPORTED FOR FIXES)
- ABWD STUCK IN TRAN FOR COMPANION CASES
- AIWP FATAL -803
- MA DEDUCTIBLE DATE PROBLEMS (INCLUDING 272 CLOSURE)

THE MEDICAID DEDUCTIBLE FIX WILL ALLOW YOU TO CREATE A NEW DEDUCTIBLE PERIOD IMMEDIATELY FOLLOWING A PRIOR PERIOD. CASES WITH EXISTING 272 PROBLEMS MAY BE FIXED ON CARES BY RERUNNING SFED WITH DATES.

THE 272 FAILURE REASON CODE WILL STILL APPEAR WHEN PRIOR DEDUCTIBLE IS UNMET, REVIEW NOT COMPLETED BY ADVERSE ACTION OF LAST MONTH OF PRIOR PERIOD, AND DEDUCTIBLE AG NOT CLOSED AT ADVERSE ACTION BY CARES. TO FIX, DO REVIEW AND RUN SFED FOR RECURRING MONTH. CONFIRM THE 272 CLOSURE. THE SAME DAY, RERUN SFED FOR THE RECURRING MONTH. THE 272 FAILURE REASON WILL DISAPPEAR. YOU MAY THEN CONFIRM AND ESTABLISH THE NEW DEDUCTIBLE PERIOD ON AGMD.

04 27 00 ***** VOICE MAIL PROBLEMS *****

THE VOICE MAIL SYSTEM THAT SERVICES ALL OF DWD WAS DOWN ALL OF YESGTERDAY, 4/26/00. IT IS EXPECTED TO BE UP BY TODAY. ANY MESSAGES LEFT OR ATTEMPTED TO BE LEFT SINCE LATE TUESDAY AFTERNOON WILL NOT REACH US.

***** REVIEW ALERTS AND NOTICES *****

THE PRODUCTION OF REVIEW ALERTS AND NOTICES HAS BEEN MOVED FROM THE FRIDAY BETWEEN THE 11TH AND THE 17TH OF THE MONTH TO THE FRIDAY BETWEEN THE 1ST AND THE 7TH OF THE MONTH. SO, WHAT HAVE BEEN COMMONLY REFERRED TO AS 45 DAY NOTICES/ALERTS WILL NOW BE MUCH CLOSER TO 60 DAY NOTICE/ALERTS.

04 28 00 ***** OMISSION FROM FS HANDBOOK *****

FOOD STAMP HANDBOOK RELEASE 00-01 INADVERTENTLY DELETED THE FOLLOWING STATEMENT FROM APPENDIX 1.2.1: "2. LIVES WITH ANOTHER WHILE HOLDING HIM/HERSELF OUT TO THE COMMUNITY WITH THE OTHER AS HUSBAND OR WIFE. HOLDING OUT TO THE COMMUNITY MEANS REPRESENTING THEMSELVES AS MARRIED TO FRIENDS, RELATIVES, NEIGHBORS, OR TRADES PEOPLE." THIS POLICY REFERS TO THE DEFINITION OF SPOUSE AS EITHER MARRIED COUPLES OR #2 ABOVE. THIS POLICY IS STILL CURRENT AND WILL BE ADDED BACK INTO THE HANDBOOK IN THE 00-03 RELEASE.

04 29 00 ***** DX - SSI MATCHES: *****

IF YOU ARE GETTING ALERTS FOR SSI DISCREPANCIES EVEN THOUGH THE AMOUNTS MATCH, YOU MAY NEED TO CHECK THE SETTINGS ON ANBR. IF EITHER THE SSI PMT OR SSI LTR FIELDS ARE 'N' WHEN THE INDIVIDUAL IS RECEIVING SSI, WORKERS WILL GET AN ALERT. CONVERSELY, IF EITHER OF THESE FIELDS ARE SET TO 'Y' AND THERE IS NO SSI, THE WORKER WILL ALSO GET AN ALERT.

05 02 00 THE CHILD CARE AUTHORIZATION MASS CHANGE FOR THE NEW FPL RAN ON 4/29/00 AS DESCRIBED IN BWSP OPERATIONS MEMO 00-20. THE PROVIDER NOTICES CAN BE VIEWED IN EOS REPORT CC292.

05 03 00 *****QC TIP OF THE WEEK*****

A DXBM ISSUED ON 04/27/00 AND OPERATIONS MEMO 00-32 NOTIFIED WORKERS TO CHANGES IN CARES REVIEW NOTICES AND ALERTS. THE IMM CH. I-B, 3.1.0 HAS NOT BEEN UPDATED TO REFLECT THIS CHANGE YET, BUT WILL BE SHORTLY. PLEASE REFER TO THE OM 00-32 FOR THE DETAILED INFORMATION ON THE NEW POLICY.

05 05 00 == SELF-EMPLOYMENT INCOME WORKSHEET--SOLE PROPRIETOR ==

LOCAL STAFF HAVE ALERTED US TO A REVISION WE NEED TO MAKE ON THE "SELF-EMPLOYMENT INCOME WORKSHEET -- SOLE PROPRIETOR FARM AND OTHER BUSINESS" FORM, DES-3135. IN "STEP III", ITEM (2), YOU ARE INSTRUCTED TO "ADD ORDINARY GAIN, OR SUBTRACT ORDINARY LOSS" FROM LINE 20 ON IRS FORM 4797. THAT IRS FORM WAS REVISED; THE CORRECT LINE IS NOW LINE 18 ON FORM 4797. LINE 18 ON IRS 4797 READS "COMBINE LINE 10 THROUGH 17. ENTER THE GAIN OR (LOSS) HERE, AND...". WHEN USING DES-3135 NO LONGER USE LINE 20 BUT INSTEAD USE LINE 18 ON IRS 4797. WE WILL REVISE THIS FORM. THANK YOU.

05 05 00 THE APRIL 2000 ISSUE OF DES INFOWORKS IS PUBLISHED. THERE WILL BE NO MARCH 2000 ISSUE. DES STAFF CAN ACCESS DIRECTLY FROM THIS ADDRESS: [HTTP://DWDWORKWEB/DES/DESINFOWORKS/INFOWORKSAPR00.HTM](http://DWDWORKWEB/DES/DESINFOWORKS/INFOWORKSAPR00.HTM)

05 09 00 *** WE RECENTLY CHANGED THE LOGIC FOR 5 ALERTS: ***

- ALERT 94 - "TURNING 18, GRADUATING AFTER 19" WILL ALSO BE SENT FOR OPEN W2 AG'S.
- ALERT 95 - "18 YEAR OLD GRADUATING" WILL ALSO BE SENT FOR OPEN W2 AG'S.
- ALERT 110 - "PREGNANCY PAST DUE" WILL ALSO BE SENT FOR OPEN WW C AND WW P AG'S
- ALERT 112 - "SALES EFFORT END DATE APPROACHING" WILL ONLY BE SENT FOR OPEN MAU OR MAR AG'S.
- ALERT 118 - "CLIENT WILL TURN AGE 50" WILL ONLY BE SENT FOR OPEN FS AG'S.

05 10 00 *****QC TIP OF THE WEEK*****

QC REVIEWERS ARE FINDING MANY CASES WHERE HOUSEHOLD MEMBERS ARE NOT ENTERED IN CARES BECAUSE THE WORKER DETERMINED THOSE PEOPLE WOULD NOT BE ELIGIBLE AND DIDN'T WANT TO ENTER THEM. THIS IS NOT CORRECT. EVERY PERSON IN A HOUSEHOLD MUST BE ENTERED IN CARES ON SCREEN ANID.

05 10 00 STAFF OF THE CARES CALL CENTER WILL BE AT TRAINING THE AFTERNOON OF MAY 10 (12 TO 4:00 PM). ON THURSDAY WE WILL RETURN VOICE MESSAGES. CHILD CARE AND SECURITY STAFF ARE NOT AFFECTED.

05 11 00 *****BADGERCARE TEST CHILDREN*****

THE MA HANDBOOK RELEASE 00-03 CONTAINS NEW MATERIAL ON BADGERCARE TEST CHILDREN. WE ARE MAKING A CHANGE TO CARES THE WEEKEND OF MAY 26TH TO AUTOMATE THIS POLICY. PRIOR TO THE CHANGE, WE WILL SEND AN OPS MEMO WITH MORE POLICY DETAILS ALONG WITH PROCEDURES TO DEAL WITH EXISTING CASES. WE WILL PROVIDE WORKERS WITH A LIST OF CASES WITH POTENTIAL TEST CHILDREN TO BE CHECKED OVER. THE LISTS WILL BE SENT WITH THE OPS MEMO. YOU

ARE NOT EXPECTED TO TAKE ANY ACTION UNTIL THE CARES CHANGES ARE IN EFFECT.

05 16 00 **** DHILD CARE PROVIDER CHECKS DELAYED ****

CC PROVIDER CHECKS WERE NOT MAILED ON MONDAY, 5/15/00 DUE TO A PRINTER PROBLEM. WE EXPECT THEM TO BE MAILED TODAY, TUESDAY, 5/16/00. EFT PAYMENTS WERE NOT AFFECTED BY THIS PROBLEM.

05 17 00 *****QC TIP OF THE WEEK*****

AT REVIEW, NON-EXEMPT ASSETS MUST BE REVERIFIED. HOWEVER, VERIFICATION OF VEHICLE REGISTRATION IS NOT REQUIRED PER IMM CH. 1, PART C, 9.3.1. WORKERS SHOULD REQUEST VERIFICATION OF THE VEHICLE'S REGISTRATION, BUT IF IT'S NOT PROVIDED, ENTER AN N ON AAVA IN THE "VEHICLE REGISTERED?" QUESTION. CARES COUNTS THE EQUITY VALUE OF UNLICENSED VEHICLES AS AN ASSET. SEE FSH APPENDIX CH. 11.3.0 FOR DETAILS.

05 20 00 ***** IVA-IVD MISMATCH REPORT *****

THE CARES/KIDS MISMATCH REPORT IS NOW AVAILABLE ON EOS. THE REPORT NAME IS CU13. THIS IS THE SECOND ROUND OF CLEAN-UP REPORTS FOR THE INTERFACE REDESIGN. THIS REPORT LISTS THE CARES CASE AND CHILD PIN NUMBERS FOR ABSENT PARENT INFORMATION SENT FROM KIDS. THE DATA FROM KIDS HAS ABSENT PARENT DATA THAT DOES NOT MATCH ANY ABSENT PARENT DATA ON ANY APGI SCREEN IN THAT CASE. THE DATA FROM KIDS LISTS LEGALLY ESTABLISHED PARENT INFORMATION FOR THAT CHILD'S PIN. THIS DATA MUST BE ENTERED ON APGI EXACTLY AS IT APPEARS ON THE REPORT.

OPERATIONS MEMO 00-37 HAS COMPLETE INSTRUCTIONS FOR THE MISMATCH REPORT. THIS OPS MEMO WILL BE OUT SOON. REGIONAL OFFICE STAFF REQUEST THAT YOUR AGENCY CONTACT THEIR OFFICE UPON COMPLETION OF THE MISMATCH CLEAN UP REPORTS. THIS CLEAN UP REPORT MUST BE COMPLETED BY JUNE 16, 2000.

05 20 00 ***** NEW EDBC ERROR MESSAGE *****

OVER THE PAST WEEKEND, WE MADE A CHANGE TO HOW EDBC WORKS WHEN A CASE CREATES MORE THAN 18 AGS WHILE RUNNING SFED. INSTEAD OF AN ABEND, YOU WILL NOW GET THIS ERROR MESSAGE:

BFA-CANNOT PROCESS THIS CASE, TOO MANY AGS BUILT IN THIS RUN, CALL HELP DESK.

WHEN YOU GET THIS MESSAGE, YOU MUST CONTACT THE CALL CENTER. CALL CENTER STAFF WILL HELP YOU WITH SPECIAL PROCESSING INSTRUCTIONS IN ORDER TO RUN SFED.

05 20 00 THE MAY 2000 PRO SHOP FOR CHILD SUPPORT AND INCOME MAINTENANCE HAS BEEN PUBLISHED. CHECK IT OUT AT:
[HTTP://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM](http://workweb.dwd.state.wi.us/des/trainsec.htm)

05 22 00 PLEASE IGNORE THE ANY POSTINGS OR LACK OF POSTING OF JUNE EBT BENEFITS ON IQFS. DUE TO A DATA TRANSMISSION ERROR WITH CSI, MOST BENEFITS WERE NOT POSTED AND THOSE THAT WERE HAD INCORRECT POSTINGS.. THE POSTINGS SHOULD BE CORRECT BY TOMORROW, 5/23/00.

05 24 00 ***** QC TIP OF THE WEEK *****

CHANGES IN UNEARNED INCOME GREATER THAN OR EQUAL TO \$25 MUST BE REPORTED, INCLUDING CHANGES IN CHILD SUPPORT. INCREASES IN TOTAL CASH AND SAVINGS (ASSETS) FOR ALL HOUSEHOLD MEMBERS THAT REACH OR EXCEED \$2000 MUST BE REPORTED. IF THE FS AG HAS A MEMBER 60 OR OLDER, ASSETS REACHING OR EXCEEDING \$3000 MUST BE REPORTED. SEE FSH 11.1.0.

05 26 00 AN APPLICANT JOB POOL IS BEING CREATED FOR PAYMENT ACCURACY CASE REVIEWERS (PACR) JOB OPENINGS. THESE POSITIONS WILL BE USED TO FILL MULTIPLE POSITIONS IN MILWAUKEE COUNTY.

THESE POSITIONS WILL ASSIST MILWAUKEE COUNTY IN IMPROVING FOOD STAMP PAYMENT ACCURACY.

THE PACR PROJECT IS A COLLABORATIVE EFFORT BETWEEN UW-OSHKOSH, MILWAUKEE COUNTY DHS,

AND THE OFFICE OF FOOD STAMPS AND MA. THE EMPLOYER IS THE UW-OSHKOSH, CENTER FOR

CAREER DEVELOPMENT (CCDET). TO OBTAIN THE JOB ANNOUNCEMENT SEND AN E-MAIL TO

JJASTROW@EXECPC.COM OR CALL 414-329-3651. DEADLINE IS 6/12/00.

05 30 00 ***** BENEFIT RECOVERY *****

ENHANCEMENTS WERE MADE TO THE REPAYMENT AGREEMENT PROCESS TO ALLOW RECOVERY OF W-2 BENEFITS FOR AFDC

OVERPAYMENTS. ALL CLIENTS WITH AFDC OVERPAYMENTS THAT ARE PARTICIPATING IN W-2 WILL RECEIVE AN AGREEMENT.

IF THE CLIENT COMPLETES AND RETURNS THE AGREEMENT TO ALLOW FOR RECOUPMENT, WORKERS WILL BE ABLE TO SELECT

THE RECOUPMENT OPTION ON BVPA. CLIENTS NOT RETURNING THE AGREEMENT WILL RECEIVE DUNNING NOTICES AND IF

APPROPRIATE AN AUTOMATIC REFERRAL TO COLLECTIONS.

A NEW SCREEN BVAI ADDRESSES FOR INDIVIDUALS IS ALSO AVAILABLE. BVAI WILL ALLOW WORKERS TO MAINTAIN ONE

ADDRESS FOR AN INDIVIDUAL WHEN THEIR CASE OR PARTICIPATION IS CLOSED. RPA'S, DUNNING NOTICES AND

REPAYMENT SUMMARY NOTICES WILL USE THIS ADDRESS, UNLESS THERE IS A MORE RECENT UPDATED ADDRESS FOR THIS

INDIVIDUAL ON ACMA OR ACCH.

SEE OPERATION MEMO 00-40 FOR MORE DETAIL.

05 31 00 ***** JOB ANNOUNCEMENTS *****

THE WISCONSIN CURRENT OPPORTUNITIES BULLETIN IS ANNOUNCING TWO VACANCIES IN THE BUREAU OF FIELD

SUPPORT: THE ECONOMIC SUPPORT QUALITY ASSURANCE ANALYST CARES IN THE CARES CALL CENTER UNIT, AND THE

HUMAN SERVICES PROGRAM COORDINATOR MAJOR - AKA, THE LOCAL AGENCY LIAISON.

***** QC TIP OF THE WEEK *****

FS GROUPS RECEIVE SHELTER AND UTILITY EXPENSE DEDUCTIONS IF ANYONE IN THE GROUP IS OBLIGATED TO PAY THE BILL. THIS MEANS THAT EVEN IF THEY DON'T PAY THE BILL, THE AG SHOULD GET THE DEDUCTION. IT ALSO MEANS THAT IF SOMEONE OUTSIDE THE GROUP PAYS THE BILL(S) DIRECTLY TO THE PAYEE, THE GROUP SHOULD STILL GET THE DEDUCTION. SEE FSH 16.1.2

06 02 00 ***** BADGERCARE TEST CHILDREN *****

THE LIST OF BADGERCARE CASES WITH POTENTIAL TEST CHILDREN THAT WAS SENT TO EACH MEDICAID AGENCY WITH BWSP OPERATIONS MEMO 00-38 CONTAINS MANY INCORRECT WORKER IDS. WE WILL SEND A NEW REPORT IN THE NEXT FEW DAYS. WE APOLOGIZE FOR THE INCONVENIENCE.

06 02 00 SECONDARY VERIFICATION OF ALIEN STATUS

WHEN YOU ARE PROMPTED TO INITIATE SECONDARY VERIFICATION OF ALIEN STATUS, SEND YOUR FORM G-845 TO THE ADDRESS STATED BELOW:

INS CHICAGO DISTRICT OFFICE
ATTN: IMMIGRATION STATUS VERIFIERS
10 W JACKSON BOULEVARD, ROOM 222
CHICAGO IL 60604

PRIMARY VERIFICATION OF ALIEN STATUS - SAVE

IF YOU EXPERIENCE A PROBLEM WITH THE 800 NUMBER WHEN YOU ARE INITIATING PRIMARY VERIFICATION IN SAVE, THE PROBLEM MAY BE THE COUNTY ACCESS CODE YOU ARE ENTERING. YOU CAN VERIFY YOUR COUNTY ACCESS CODE BY CALLING 608/266-3800.

06 03 00 ***** CASE TRANSERS AND EBT *****

AT THIS TIME, WHEN A CASE IS TRANSFERRED, ALTHOUGH ACCH IS UPDATED FROM ACCT, A CHANGE IS NOT SENT TO CSI TO UPDATE THE EBT RECORD. THE WORKER IN THE NEW AGENCY MUST MAKE ANY CHANGE TO THE ADDRESS, ENTER, AND THEN REENTER THE CORRECT ADDRESS. ONLY THE CORRECT ADDRESS WILL BE SENT TO CSI. A FIX TO THIS PROCESS WILL BE IMPLEMENTED IN THE NEAR FUTURE.

06 07 00 ***** QC TIP OF THE WEEK *****

THE VALUE OF AVAILABLE ASSETS MUST BE REVERIFIED AT EACH REVIEW. BANK ACCOUNTS THAT CLOSED SINCE THE LAST REVIEW MUST BE VERIFIED WITH A STATEMENT FROM THE INSTITUTION. ALTHOUGH CLIENTS MAY NOT BE REQUIRED TO REPORT CHANGES IN ASSETS UNLESS THE TOTAL WOULD PUT THEM OVER THE ASSET LIMIT, THEY MUST REVERIFY THE VALUE AT EACH REVIEW.

06 07 00 OPERATION MEMO 00-40 DETAILS INFORMATION ABOUT THE REPAYMENT AGREEMENT PROCESS. THIS PROCESS IS NOT UNIQUE TO AFDC; IT DOES INCLUDE FOOD STAMPS. ALL INDIVIDUALS WILL HAVE AN OPPORTUNITY TO SIGN A REPAYMENT AGREEMENT IN ADDITION TO RECOUPMENT. THE NEW PROCESS ALLOWS WORKERS TO RECORD REPAYMENT AGREEMENTS THAT ARE RETURNED AND INDIVIDUALS AGREE TO REPAY IN ADDITION TO RECOUPMENT.

***** W-2 DELAYED CHECKS DELAYED *****

DUE TO A PROBLEM, THE W2 DELAYED CHECKS ARE NOT BEING MAILED TODAY, JUNE 7. THEY WILL BE MAILED TOMORROW, JUNE 8.

06 08 00 ***** NEW EBT ERROR MESSAGE *****

IF THE LOCAL AGENCY WANTS TO ISSUE A TEMPORARY WISCONSIN QUEST CARD AS THE INITIAL CARD FOR AN EXPEDITED FS CASE, THE WORKER MUST ENTER AN "X" ISSUANCE METHOD ON AGBI AND THEN CONFIRM THE CASE. IF THE WORKER DOES NOT COMPLETE AGBI PRIOR TO CONFIRMING, BIPN CANNOT BE ACCESSED AND A TEMPORARY CARD CANNOT BE ISSUED THROUGH CARES. IF A WORKER DID NOT ENTER THE "X" ISSUANCE METHOD ON AGBI PRIOR TO CONFIRMATION, THE BIPN ERROR MESSAGE WAS "CASE NOT ELIGIBLE FOR EXPEDITED SERVICES". THE NEW ERROR MESSAGE THAT WILL NOW DISPLAY IS "X ISSUANCE METHOD NOT ENTERED ON AGBI BEFORE CONFIRMATION". YOU WILL STILL GET THE ERROR MESSAGE "CASE NOT ELIGIBLE FOR EXPEDITED SERVICES" IF CARES HAS DETERMINED THAT THE CASE IS NOT EXPEDITED.

06 10 00 DXSA - A CHANGE WENT INTO PRODUCTION ON JUNE 9 FOR DXSA, WHICH WILL NOW DISPLAY A CROSS REFERENCE SSN. THIS SHOULD HELP WORKERS DETERMINE WHEN AN ADDITIONAL SSN MAY HAVE BEEN USED TO CLAIM SS BENEFITS.

WTPY - ALSO ON 6/9, THE WTPY PROCESS WAS MODIFIED SO THAT QUERIES WILL NO LONGER BE SENT FOLLOWING ENTRY OF INFORMATION DURING CLIENT REGISTRATION. HOWEVER, WORKERS WILL NOW BE ABLE TO MAKE SOLQ REQUESTS FOLLOWING THE ENTRY OF INFORMATION IN THE CR PROCESS, BEFORE THE RFA BECOMES A CASE.

DXPC - ANOTHER CHANGE AS OF 6/9 IS A CORRECTION TO DXPC, WHICH WILL NOW DISPLAY ELIGIBILITY FOR INDIVIDUALS WHO RECEIVE ONLY STATE SSI (NOT FEDERAL), AND NO OTHER CARES BENEFITS.

DRS - THE FOOD STAMP IPV PROCESS UNDERWENT SEVERAL FIXES ON THE WEEKEND OF 6/2, WHICH MAY NOT BE VISIBLE TO WORKERS, BUT WILL RESULT IN MORE ACCURATE REPORTING OF FOOD STAMP IPV TO FNS. WE URGE ALL WORKERS TO REVIEW AND COMPLETE ANY OUTSTANDING FOOD STAMP IPV DISPOSITIONS FOR YOUR CASES.

06 10 00 THE DES/BFS REGIONAL TRAINING QUARTERLY PREVIEW FOR JULY, AUGUST AND SEPTEMBER, 2000 HAS BEEN UPDATED FOR THE WEB. CHECK IT OUT AT: [HTTP://WWW.DWD.STATE.WI.US/DESTRAIN/TRAINSEC](http://www.dwd.state.wi.us/destrain/trainsec)

06 13 00 YESTERDAY, 6/12/00, THE CONNECTION BETWEEN THE STATE AND SSA WAS DOWN. AFTER RESTORING THE CONNECTION, OTHER PROBLEMS OCCURRED, WHICH PERSIST TODAY, MAKING SOLQ UNAVAILABLE. WE EXPECT TO HAVE THE PROBLEMS FIXED TODAY, SO THAT WE EXPECT TO HAVE SOLQ AVAILABLE TOMORROW.

06 14 00 SOLQ FIX - SOLQ HAS NOT BEEN AVAILABLE THIS WEEK DUE TO PROBLEMS WITH A SOFTWARE UPGRADE. IT IS SCHEDULED TO BE FIXED BY WEDNESDAY MORNING.

06 15 00 DES SECURITY FAX

ANY MATERIALS FAXED TO THE SECURITY FAX NUMBER ON 6/14 DID NOT ARRIVE. THERE HAS BEEN A PROBLEM WITH THE FAX MACHINE. WE WILL NOTIFY YOU WHEN THIS PROBLEM HAS BEEN RESOLVED.

06 15 00 DES SECURITY FAX

ANY MATERIALS FAXED TO THE SECURITY FAX NUMBER ON 6/14 DID NOT ARRIVE. THERE HAS BEEN A PROBLEM WITH THE FAX MACHINE. WE WILL NOTIFY YOU WHEN THIS PROBLEM HAS BEEN RESOLVED.

06 20 00 CARES CALL CENTER

CARES CALL CENTER STAFF WILL BE AT EBT TRAINING TODAY FROM 7:30AM 1:00PM. WE WILL RETURN VOICE MESSAGES PROMPTLY AFTER 1:00PM. YOU MAY ALSO SEND YOUR QUESTIONS BY E-MAIL.

06 20 00 CHILD CARE PROVIDER CHECKS WERE NOT MAILED ON MONDAY, JUNE 19, DUE TO A PRINTER PROBLEM. CHECKS ARE EXPECTED TO BE MAILED ON TUESDAY, JUNE 20. EFT TRANSACTIONS ARE NOT AFFECTED BY THIS DELAY.

06 22 00 "THE JUNE ISSUE OF THE PRO SHOP FOR CHILD SUPPORT AND INCOME MAINTENANCE HAS BEEN PUBLISHED TO THE EXTRANET. CHECK IT OUT AT:

[HTTP://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM](http://workweb.dwd.state.wi.us/des/trainsec.htm)

***** QC TIP OF THE WEEK *****

IF A CLIENT IS SELF-EMPLOYED, AND THE CLIENT HAS NOT FILED SELF EMPLOYMENT TAXES IN THE PRIOR YEAR, THE CLIENT MUST COMPLETE 6 MONTHS' OF SEIRFS. PER FS HANDBOOK 13.5.2.1, THE WORKER SHOULD USE THE 6 MONTHS AVERAGE UNTIL THE PERSON REPORTS A COMPLETED IRS TAX FORM OR A CHANGE IN CIRCUMSTANCES AT OR BETWEEN REVIEWS." THE WORKER WILL NEED TO ALERT THEMSELVES TO SEND OUT A SEIRFS AT THE END OF EACH MONTH FOR THE CLIENT TO COMPLETE PRIOR TO ADVERSE ACTION. ACEC IS A GOOD TOOL.

06 23 00 ***** EFT ROUNTING NUMBERS *****

WHEN SETTING UP PAYMENTS BY EFT, VERIFY THE FINANCIAL INSTITUTION'S (FI) TRANSIT ROUTING NUMBER. DO THIS BY ENTERING IQBA AND YOUR COUNTY NUMBER/FIRST LETTER OF THE FI. THEN GO TO THE BIBA SCREEN BY SELECTING THE INSTITUTION WITH AN X AND PF13. VERIFY THE TRANSIT ROUTING NUMBER BY COMPARING IT TO A CUSTOMER'S CANCELED CHECK OR BY CALLING THE (FI). LEADING ZEROES DO NOT POPULATE THE FIELD. IF YOU FIND AN ERROR IN THE TRANSIT ROUTING NUMBER, E-MAIL KATHY HOLT AT HOLTKA@DWD.STATE.WI.US OR FAX HER THE INFORMATION AT 608/267-7952. YOU MAY ALSO ASK THAT A FINANCIAL INSTITUTION BE SET UP BY E-MAILING OR FAXING THE INFORMATION, INCLUDING THE TELEPHONE NUMBER. A OPERATIONS MEMO COVERING EFT PROCEDURES IS FORTHCOMING.

06 26 00 ***** CC PROVIDER CHECKS *****

CHILD CARE PROVIDER CHECKS SHOULD BE PRINTED AND MAILED ON MONDAY, JULY 3, 2000. DUE TO THE FEDERAL HOLIDAY, DELIVERY SHOULD NOT BE EXPECTED UNTIL AT LEAST WEDNESDAY, JULY 5, 2000. CHILD CARE PROVIDER EFT'S WILL BE DEPOSITED IN BANK ACCOUNTS ON WEDNESDAY, JULY 5, 2000 DUE TO THE HOLIDAY.

***** THE PRO SHOP *****

THE JUNE ISSUE OF THE PRO SHOP FOR CHILD SUPPORT AND INCOME MAINTENANCE HAS BEEN PUBLISHED TO THE EXTRANET. CHECK IT OUT AT: WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM

06 28 00 ***** QC TIP OF THE WEEK *****

ALLOWABLE SHELTER EXPENSES INCLUDE INSURANCE ON THE STRUCTURE BUT NOT ON FURNITURE OR PERSONAL BELONGINGS. THEREFORE, ALTHOUGH HOMEOWNER'S INSURANCE IS ALLOWABLE, RENTER'S INSURANCE WOULD NOT BE AN ALLOWABLE EXPENSE WHEN DETERMINING THE SHELTER DEDUCTION. SEE FSH 16.7.0 #5.

06 29 00 ***** CHILD CARE HELP DESK CHANGES *****

DON'T FORGET THAT EFFECTIVE JULY 3, 2000, THE CHILD CARE POLICY AND AUTOMATION QUESTIONS SHOULD BE DIRECTED TO THE CARES INFORMATION AND PROBLEM RESOLUTION CENTER AT 608-261-6317 OPTION 1. CHILD CARE CERTIFICATION QUESTIONS SHOULD CONTINUE TO BE CALLED INTO THE CHILD CARE HELP DESK AT NUMBER 608-261-4580. THE INFORMATION WAS DESCRIBED IN OPS MEMO 00-45.

06 30 00 ***** IVA/IVD CLEAN-UP REPORTS *****

SOME AGENCIES WILL RECEIVE A SUPPLEMENTAL APGI CLEAN-UP REPORT THIS WEEK OR EARLY NEXT WEEK. THIS IS AN ADDITIONAL REPORT PROVIDING SOME DATA THAT WAS OVERLOOKED THE FIRST TIME THE REPORT WAS RUN. THIS NEW REPORT MUST BE WORKED ALONG WITH THE ORIGINAL REPORT SENT OUT IN EARLY MAY. THE INSTRUCTIONS FOR THESE PAPER REPORTS ARE IN OPS MEMO 00-29. THE DUE DATE FOR THE COMPLETION OF THESE REPORTS IS JULY 14, 2000. THE AREA ADMINISTRATORS WILL BE MONITORING THE 2001. COMPLETION OF THESE.

A NEW VERSION OF EOS REPORT CU13 IS NOW AVAILABLE. THIS REPORT DEALS WITH CARES/KIDS MISMATCH INFORMATION. THIS NEW VERSION IS AN UPDATE OF THE ORIGINAL REPORT, THE OLD VERSION IS NO LONGER VALID. THE INSTRUCTIONS FOR THIS REPORT ARE FOUND IN OPS MEMO 00-37. THE CLEAN UP EFFORT FOR REPORT CU13 HAS A DUE DATE OF JULY 14, 2000 AND WILL BE MONITORED BY THE AREA ADMINISTRATORS AS WELL.

***** A NEW SCREEN TO DISPLAY LIHEAP DATA *****

DXLI - A NEW SCREEN TO DISPLAY LIHEAP DATA WILL BE AVAILABLE BEGINNING MONDAY, JULY 3. USE AN SSN TO ACCESS THIS TRANSACTION, WHICH IS LISTED ON THE SECOND PAGE OF THE MNDX MENU. DXLI WILL DISPLAY CARES DATA ALONG WITH LIHEAP SSN, NAME, DOB, LIHEAP PAYMENT DATE AND RECEIVED DATE, WHICH IS THE DATE THE INFORMATION WAS RECEIVED FROM THE LIHEAP SYSTEM.

*****INSURANCE UPDATE AFFECTING BADGERCARE CASES*****

BLUE CROSS/BLUE SHIELD RECENTLY CHANGED POLICY NUMBERS ON A LARGE NUMBER OF PERSONS INSURED THROUGH COMPCARE. AS A RESULT, LAST WEEK MMIS UPDATED A LARGE NUMBER OF INSURANCE POLICY RECORDS IN CARES. ABOUT 600 OF THESE INSURANCE RECORDS INVOLVED BADGERCARE (BC) RECIPIENTS. BECAUSE THE UPDATED INSURANCE INFORMATION COULD AFFECT BC ELIGIBILITY, WE WANTED TO PROVIDE SOME INFO ON THE CHANGES SENT TO CARES.

THE CHANGES APPEAR ON AFMC AND AFMI WITH LAST UPDATED DATE OF 6/23/00. THE ONLY CARRIER PROVIDING MAJOR MEDICAL COVERAGE THAT WAS INVOLVED WAS COMPCARE (CARRIER CODE 090). THE CHANGE APPEARS AS A NEW INSURANCE POLICY BEING ADDED TO AFMC AND AFMI BECAUSE IT HAS A NEW INSURANCE SEQUENCE NUMBER. THE "NEW" POLICY HAS THE SAME POLICY NUMBER AS THE OLD EXCEPT FOR THE FIRST THREE CHARACTERS. THE OLD COMPCARE POLICY IS DELETED ON AFMI WITH DELETE CODE MM.

ONE PROBLEM THIS INSURANCE UPDATE COULD HAVE CAUSED IS THAT DATA PREVIOUSLY ENTERED BY YOU ON AFMI OR AFMC FOR THE OLD COMPCARE POLICY TO AFFECT BC ELIGIBILITY WAS REMOVED FROM THE NEW INSURANCE RECORD. YOU MAY HAVE RECEIVED AN ALERT TELLING YOU TO RUN SFED BECAUSE OF THE INSURANCE CHANGE.

WE WANT TO EMPHASIZE THAT FOR THESE CASES THE ONLY THING THAT CHANGED WAS THE POLICY NUMBER. COVERAGE DID NOT CHANGE FOR THESE PERSONS. PLEASE CONSIDER THIS INFORMATION BEFORE PROCESSING ANY ELIGIBILITY ALERTS THIS INSURANCE UPDATE MAY HAVE GENERATED. THANK YOU.

07 03 00 AS OF THIS MORNING, THE FOLLOWING CHANGES HAVE BEEN IMPLEMENTED AFFECTING ALL COUNTIES:

1. THE FOLLOWING ASII AND ASER DRIVERFLOW CHANGES HAVE BEEN MADE:
 - ON ANIQ THE QUESTION ASKING ABOUT "COMMUNITY WAIVERS" HAS BEEN CHANGED TO A QUESTION ABOUT "LONG TERM CARE(LTC) SERVICES". A 'Y' RESPONSE TO THE LTC SERVICES QUESTION ON ANIQ WILL DRIVE YOU TO A NEW QUESTION SCREEN (ANLQ).
 - ANLQ WILL ASK Y/N QUESTIONS ABOUT THE TYPE OF LONG TERM CARE SERVICES INCLUDING INSTITUTIONS, WAIVERS, AND SPOUSAL IMPOVERISHMENT, THE CLIENT IS REQUESTING.
 - BASED ON YOUR RESPONSES ON ANLQ, YOU WILL BE DRIVEN TO ANY OR ALL OF ANCW, ANSI OR ANII. (FAMILY CARE (FC) PILOT COUNTIES WILL ALSO HAVE A NEW SCREEN MESSAGE DESCRIPTION "ANFR" AVAILABLE)
 - IF YOU ARE DRIVEN TO ANCW (OR ANFR IF IN A FC PILOT COUNTY) THE NEXT SCREEN WILL BE A NEW SCREEN 'ANMC'.
 - ON ANMC IF THIS IS NOT A PACE, PARTNERSHIP OR FC CASE (ONLY AVAILABLE IN PILOT COUNTIES) ENTER ONLY SHORTLIST NUMBER, EFFECTIVE BEGINNING MONTH, AND A Y OR N FOR MEETING COST SHARE OR SPENDDOWN OBLIGATION.
 - LIVING ARRANGEMENT CODE ON ANLA WILL NO LONGER DRIVE YOU TO ANII.
2. CHANGES IN GROUP A WAIVER PROCESSING SO THAT ANYONE FINANCIALLY ELIGIBLE FOR NON WAIVER MEDICAID AND FUNCTIONALLY ELIGIBLE FOR WAIVERS WILL BE ELIGIBLE AS A GROUP A WAIVER. GROUP A WAIVERS WILL HAVE NO COST SHARE.
3. CHANGES IN HOW TO ENTER MEDICAL REMEDIAL EXPENSES FOR WAIVERS. ENTER THESE EXPENSES FOR GROUP B ON AFME AS TYPE 'OP' INSTEAD OF ON ANCW. THIS IS THE ONLY TYPE ON AFME THAT WILL BE INCLUDED IN THE PART B WAIVER BUDGETING. ENTER GROUP C REMEDIAL EXPENSES ON ANCW. ENTER CARD COVERABLE EXPENSES ON ANCW.
4. FIXES TO DIVESTMENT PROCESSING AUTOMATING CURRENT DIVESTMENT LOOKBACK POLICY.
5. NEW TRANSACTION CRFC WILL BE AVAILABLE TO KEY IN INFORMATION FOR A FINANCIAL PRE SCREEN FOR LONG TERM SUPPORT SERVICES. THE RESULT OF THE FINANCIAL PRE SCREEN WILL APPEAR ON CRFD. FINANCIAL INFORMATION CONTAINED ON THESE SCREENS WILL NOT AFFECT AN ELIGIBILITY DETERMINATION.
6. A '?' OR 'NV' CODE FOR PERSONAL PROPERTY WILL NO LONGER PEND OR FAIL MEDICAID ELIGIBILITY FOR SPOUSAL IMPOVERISHMENT CASES.
7. MISCELLANEOUS FIXES TO SSI RELATED MEDICAID PROCESSING.
8. THE AGHC SCREEN WILL NOW APPEAR FOR ALL DEDUCTIBLE CATEGORIES SO THAT A CHOICE CAN BE MADE BETWEEN A DEDUCTIBLE AND BADGERCARE IN ALL RELEVANT SITUATIONS.
9. THE BADGERCARE ACPA SWITCHES WILL NOW DEFAULT TO 'Y' INSTEAD OF 'N'.
10. AUTOMATED CHANGES TO SUPPORT THE NEW SPOUSAL IMPOVERISHMENT POLICIES.

THE FOLLOWING CHANGES HAVE BEEN IMPLEMENTED AFFECTING SELECTED PILOT COUNTIES ONLY:

1. AUTOMATION OF FC IN FC PILOT COUNTIES ONLY.
2. AUTOMATION OF PACE AND PARTNERSHIP IN PACE/PARTNERSHIP PILOT COUNTIES ONLY. AN OPERATIONS MEMO WILL FOLLOW DETAILING THESE CHANGES.

07 08 00 ***** NEW AND UPDATED HELP SCREENS *****

THE FOLLOWING HELP SCREENS ARE NEW FOR FAMILY CARE:

ANFR ANMC CRFD EFSC
AMLQ CRFC EFRD

THE FOLLOWING HELP SCREENS HAVE BEEN UPDATED FOR FAMILY CARE:

AAJO ANBC ANII EDED
AALA ANCW ANIQ

07 12 00 ***** QC TIP OF THE WEEK *****

NEW EOS REPORTS ARE AVAILABLE THAT LIST FS ERROR PRONE CASES. THESE REPORTS LIST CASES BY COUNTY AND WORKER THAT HAVE DATA IN CARES THAT IS INCONSISTENT AND MAY BE ERROR CASES. THE REPORTS ARE:

CQ10 - PWCQC190. - DESIGNED TO PICK UP CASES THAT ARE REPORTING INCOME THAT IS LOWER THAN THE SHELTER COSTS THEY CLAIM TO HAVE.

CQ11 - PWCQC191. - LOOKS FOR CASES WHICH REPORT MORE DEPENDENT CARE COSTS THAN INCOME.

CQ12 - PWCQC192. - LOOKS FOR PEOPLE WHO ARE FILLING THE PARENTAL ROLE FOR MINOR CHILDREN WHILE REPORTING ZERO INCOME.

CQ13 - PWCQC194. - LOOKS FOR WP INDIVIDUALS AND COLLECTS EMPLOYMENT DATA AS WELL AS EARNED INCOME THAT DON'T MATCH WHAT'S ON AFEI.

CQ14 - PWCQC196. - LOOKS FOR CASES OPEN FOR FS AND CC AND THEN SELECTS THOSE IN WHICH THE REPORTED TOTAL DEPENDENT CARE EXPENSE AMOUNT (FOR ALL PEOPLE ON THE CASE) IS GREATER THAN THE MONTHLY COPAY AMOUNT.

07 18 00 ***** IMPORTANT CORRECTION! *****

THERE IS A CHANGE TO THE ANNOUNCEMENT FOR THE CASE MANAGEMENT INTERVENTIONS TRAINING COURSE. THIS COURSE IS NOT A SUPERVISORY COURSE. THIS IS A PROGRAMMATIC COURSE INTENDED FOR WORKERS WHO HAVE DIRECT INTERACTION WITH CUSTOMERS. PLEASE MAKE NOTE OF THIS CORRECTION. IF YOU HAVE ANY QUESTIONS RELATED TO THE CONTENT OF THIS COURSE, PLEASE CALL 262-544-4971.

07 19 00 ***** QC TIP OF THE WEEK *****

IF A CLIENT IS RECEIVING TANF BENEFITS, I.E. W2, CC, ETC, THEN ANBC SHOULD REFLECT THIS WITH A 'Y' IN THE "TANF SERVICES" FIELD. WHEN TANF BENEFITS END, THEN CHANGE THE ANBC FIELD TO 'N' TO REFLECT THAT ALL TANF SERVICES HAVE ENDED.

07 21 00 **** MILWAUKEE COUNTY EBT IMPLEMENTATION ****

EBT IMPLEMENTATION BEGINS IN MILWAUKEE COUNTY IN AUGUST. CASES WILL BE CONVERTED TO EBT IN THREE GROUPS OVER A THREE MONTH PERIOD. GROUPS ARE MADE UP OF CASELOADS. CASES DESIGNATED AS PICKUP WILL BE INCLUDED IN GROUP ONE. THE EBT TRAINING AND IMPLEMENTATION SCHEDULE FOR THE THREE GROUPS HAS BEEN SET. TO INSURE NO CASES ARE MISSED BY THE TRAINING SCHEDULER, A MORATORIUM ON CASELOAD TRANSFERS OF FS CASES (OPEN OR PENDING CLOSED FOR LACK OF REVIEW) WITHIN MILWAUKEE COUNTY IS REQUIRED. THE MORATORIUM IS IN EFFECT 7/20/00 THROUGH 10/19/00. EXCEPTIONS ARE SPECIFIED IN A MILWAUKEE COUNTY INTERNAL PROCEDURES MESSAGE. CONTACT THE CARES COORDINATOR FOR SPECIFIC INFORMATION OR EXCEPTIONS. SEPTEMBER BENEFITS FOR OPEN CASES IN GROUP ONE WILL BE ISSUED VIA EBT. INITIAL BENEFITS FOR NEW CASES ADDED TO CASELOADS IN GROUP ONE WILL BE ISSUED VIA EBT STARTING ON 08/22/00. EFFECTIVE 08/22/00, COUNTIES/TRIBES SHOULD NOT CONVERT EBT ACCOUNT BALANCES TO COUPONS FOR CASES THAT TRANSFER FROM THEIR COUNTY/TRIBE TO MILWAUKEE COUNTY. AUTHORIZED RETAILERS IN MILWAUKEE COUNTY WILL BE ABLE TO ACCEPT THE WISCONSIN QUEST CARD ON 08/22/00.

07 22 00 ***** PRISONER VERIFICATION *****

THE ALERT PROCESS FOR THIS QUERY HAS NOT PREVIOUSLY ALLOWED WORKERS TO TRAN FROM CMWA TO DXPQ AFTER SELECTING THE ALERT. THIS HAS NOW BEEN CORRECTED SO THAT WORKERS RECEIVING ALERT 265 MAY SELECT IT, TYPE IN DXPQ, AND HIT ENTER TO SEE THE DATA ON DXPQ. ALERTS 264 AND 266, WHICH INDICATE NO DATA RECEIVED, ARE NOT AFFECTED BY THIS FIX.

07 26 00 ***** QC TIP OF THE WEEK *****

WHEN AN FS ASSISTANCE GROUP CLOSES FOR ANY PERIOD OF TIME, EVEN ONE DAY, THE FS GROUP MUST REAPPLY. REMEMBER, THE FILING DATE IS THE DAY A SIGNED APPLICATION IS RECEIVED. THE ONE PAGE APP (FORM DES 11605) MAY BE USED IN LIEU OF A COMPLETED CAF TO SET THE FILING DATE. FOOD STAMP BENEFITS ARE ISSUED PRORATED FROM THE FILING DATE. MAKE SURE ACPA HAS THE CORRECT FILING DATE FOR ALL ASSISTANCE GROUPS AT APPLICATION. REFER TO OPS MEMO 00-44 FOR DETAILS.

07 26 00 ***** DXBM ON DRS/AIIP *****

FS IPV SANCTIONS ENTERED ON THE AIIP SCREEN ARE SOMETIMES BEING ENTERED WITH THE WRONG NUMBER OF SANCTION MONTHS. THE FIRST SANCTION IS 12 MONTHS, OR 24 MONTHS IF IT INVOLVES A CONTROLLED SUBSTANCE. THE SECOND SANCTION SHOULD BE 24 MONTHS. THERE IS STILL A PERMANENT SANCTION FOR THE THIRD VIOLATION, FOR CONVICTION FOR FOOD STAMP TRAFFICKING OR IF FIREARMS ARE INVOLVED. THESE GUIDELINES WERE SET FORTH IN OPS MEMO 97-16. CASES ENTERED WITH THE WRONG NUMBER OF SANCTION MONTHS WILL BE REJECTED BY THE U.S. FOOD AND NUTRITION SERVICE. IN THAT EVENT, YOU MAY BE CONTACTED BY STATE STAFF REGARDING CASES WHICH NEED CORRECTION.

07 26 00 ***** CARES CALENDAR CHANGE *****

CARES PRODUCTION WILL NOT BE ONLINE ON THIS SATURDAY, JULY 29TH. THIS IS A CHANGE FROM THE CALENDAR, WHICH SHOWED CARES AS BEING UP ON SATURDAY.

07 26 00 THE PROBLEM WHICH HAS BEEN CAUSING THE PRINTING OF CAFS TO FATAL HAS BEEN FIXED. AS OF NOON TODAY, JULY 25TH, THERE HAVE BEEN NO FATALS SINCE THE FIX WAS MOVED TO PRODUCTION LAST NIGHT.

07 28 00 ***** CARES CALENDAR ADDITION *****

CARES PRODUCTION WILL BE AVAILABLE ON SUNDAY, JULY 30, FROM 11:00 AM UNTIL 3:00 PM.

07 29 00 ***** DXBM FOR MONDAY, JULY 27, 2000: *****

CHILD CARE PROVIDER FILE IS NOW IN PRODUCTION. PLEASE REFER TO BWSP OPS MEMO 00-48 FOR ADDITIONAL INFORMATION. CHILDREN IDENTIFIED AS SCHOOL AGE ON CCBH FOR THE SCHOOL YEAR 2000 ARE NOW ALSO IDENTIFIED AS SCHOOL AGE FOR THE SCHOOL YEAR 2001.

CCBH SCHOOL AGE HOURS FOR THE SECOND PERIOD (12/3/00 TO 2/3/01) HAVE BEEN INCREASED FROM 110 TO 120. IN A CASE WITH ZERO HOUR AUTHORIZATIONS ONLY, THE PART TIME COPAY WILL BE USED. PRIOR TO THIS CHANGE THE FULL COPAY WOULD HAVE BEEN USED. EOS REPORT CC141 CHILD CARE CASES BY WORKER REPORT HAS BEEN FIXED.

08 02 00 ***** QC TIP OF THE WEEK *****

JULY 19'S QC TIP PERTAINED TO CATEGORICAL ELIGIBILITY. IT SHOULD HAVE SAID "IF A CLIENT IS RECEIVING TANF SERVICES OR IS AUTHORIZED TO RECEIVE TANF BENEFITS, THEN ANBC SHOULD REFLECT THIS WITH A "Y" IN THE TANF SERVICES FIELD." WHEN TANF BENEFITS END, THEN CHANGE THE ANBC FIELD TO "N" TO REFLECT THAT ALL TANF SERVICES HAVE ENDED. SEE FS HANDBOOK, APPENDIX 1.3.1 FOR SPECIFIC TANF ASSISTANCE TYPES THAT CONFER CATEGORICAL ELIGIBILITY. REMEMBER THAT 'AUTHORIZED TO RECEIVE TANF BENEFITS' MEANS THAT THEY HAVE BEEN DETERMINED ELIGIBLE FOR TANF BENEFITS, BUT HAVE NOT RECEIVED THE BENEFIT YET.

08 05 00 ***** CHILD CARE FIXES AND CHANGES *****

1. THE FATAL ON CVCH HAS BEEN FIXED.
2. CCAH IS SORTED BY AUTHORIZATION NUMBER. THE AUTH NUMBERS FOR AUTHS ENTERED PRIOR TO 7/30/00 WERE RENUMBERED AS DESCRIBED IN BWSP OPS MEMO 00-48. THEREFORE THE AUTHS NOW APPEAR IN A DIFFERENT ORDER ON CCAH THAN PRIOR TO 7/30/00.

08 09 00 USE CROSS MATCH INFORMATION TO REDUCE POTENTIAL ERRORS IN THE FOOD STAMP PROGRAM. CROSS MATCH INFORMATION IS RUN ON A MONTHLY BASIS. THE INFORMATION SHOULD BE USED AS A TOOL TO MAINTAIN CURRENT AND CORRECT INFORMATION ON YOUR CASES. BE SURE THAT CROSSMATCH INFORMATION IS PROCESSED MONTHLY AND CARES IS UPDATED PRIOR TO ADVERSE ACTION SO CORRECT BENEFITS ARE ISSUED. DXBM SHOWS ALL OF THE CROSSMATCHES THAT HAVE BEEN RUN ON A MONTHLY BASIS. REMEMBER TO READ DXBM FOR YOUR CROSSMATCH INFORMATION.

08 10 00 **** FOOD STAMP VERIFICATION ERROR ALERT ****

CARES ISN'T ALWAYS PLACING EXPENSE ITEMS WITH A ? IN THE VERIFICATION FIELD ON THE VERIFICATION CHECKLIST (AGVC). FOOD STAMP EXPENSES INCLUDE MEDICAL, SHELTER, UTILITY, AND DEPENDENT CARE EXPENSES. CARES IS BUDGETING UNVERIFIED INFORMATION. THIS IS NOT CORRECT AND DES IS WORKING ON THE PROBLEM. FOR APPS, ALLOW 30 DAYS FOR VERIFICATION. IF IT IS NOT PROVIDED, DO NOT ALLOW THE EXPENSE. FOR REVIEWS OR REPORTED CHANGES, ALLOW 10 DAYS FOR VERIFICATION. IF THE VERIFICATION IS NOT PROVIDED AND THE CHANGE WOULD CAUSE AN INCREASE IN BENEFITS, USE THE LAST VERIFIED AMOUNT AND DO NOT ALLOW FOR THE INCREASE UNTIL THE VERIFICATION IS PROVIDED. IF THE CHANGE WOULD CAUSE A DECREASE IN BENEFITS, ENTER THE NEW EXPENSE AMOUNT WITH AN 'NV' AND PROCESS THE CASE ENSURING THAT THE CUSTOMER RECEIVES PROPER NOTICE OF THE DECREASE IN BENEFITS. GIVE A MANUAL VERIFICATION CHECKLIST FOR ANY OUTSTANDING ITEMS THAT DON'T APPEAR ON AGVC.

08 12 00 ***** DATA EXCHANGE - IRS *****

ON AUGUST 11, THE ANNUAL IRS MATCH WILL BE RUN, RESULTING IN A GREATER THAN USUAL NUMBER OF INDIVIDUALS BEING TARGETED. THIS WILL BE THE FIRST IRS MATCH USING 1999 DATA, AND WILL RESULT IN UP TO TEN DXBM RUN MESSAGES BECAUSE OF THE NUMBER OF INCOMING RECORDS. PLEASE REVIEW DISPOSITIONS FOR YOUR CASES AS SOON AS POSSIBLE.

08 16 00 ***** QC TIP OF THE WEEK *****

WHEN ENTERING SSA INCOME ON AFUI, REMEMBER TO ENTER THE NET AMOUNT ON THE DETAIL SCREEN (AFDU) IF THE CLIENT PAYS THE MEDICARE PREMIUM. IF THE CLIENT DOES NOT PAY THE MEDICARE PREMIUM, THEN THE GROSS AMOUNT SHOULD BE LISTED ON AFUI. ALWAYS REMEMBER TO UPDATE AFMD TO REFLECT SELF PAY/STATE PAY (520) FOR THE MEDICARE PREMIUM OF \$45.50. REFER TO THE HELP SCREEN, F1, WHEN YOU ARE ON THE AFDU SCREEN, FOR AN EXPLANATION OF THE ENTRY.

**** SOLQ - DUAL/TRIPLE ENTITLEMENT ****

THE CROSS-REFERENCE SSN WAS ADDED TO DXSA IN MID-JUNE, PROVIDING A THIRD POSSIBLE SSN ON WHICH AN INDIVIDUAL MAY CLAIM SOCIAL SECURITY BENEFITS. IN ORDER TO DETERMINE THOSE BENEFITS USING SOLQ, WORKERS SHOULD MAKE MORE THAN ONE QUERY FROM THE DXSQ SCREEN. THE FIRST QUERY SHOULD BE WITH THE INDIVIDUAL'S OWN SSN ONLY AND THE ADDITIONAL QUERIES SHOULD BE WITH THE CLAIM SSN(S) AND A BIC CODE. IF YOU RECEIVE THE BB9 ERROR MESSAGE TO RECHECK THE CLAIM SSN AND BENEFIT CODE, CHECK THE SSN. ALSO IF YOU HAVE ONLY ONE CHARACTER IN THE BIC CODE, A SPACE SHOULD BE ADDED, FOR EXAMPLE, 'B '.

08 19 00 ***** QUEST CARD MAILING CHANGE *****

THERE HAVE BEEN OCCASIONAL POSTAL DELIVERY PROBLEMS WITH WISCONSIN QUEST CARDS MAILED TO AN AUTHORIZED BUYER (AB). THE CARD IS MAILED TO THE AB AT THE PRIMARY CARDHOLDER'S MAILING ADDRESS. THE POST OFFICE HAS RETURNED SOME CARDS TO THE STATE AS NON DELIVERABLE. AS OF 8/21/00, CARES WILL ADD A "C/O (PRIMARY CARDHOLDER'S NAME)" AS LINE 2 ADDRESS INFORMATION SENT TO CSI. IF THERE IS A C/O OR MORE THAN 15 CHARACTERS ALREADY ENTERED IN LINE 2 OF THE PRIMARY CARDHOLDER'S ADDRESS, CARES WILL NOT SEND THIS ADDITIONAL INFORMATION. YOU CAN FIND THIS INFORMATION ON THE CSI SYSTEM IN THE LINE 2 ADDRESS FIELD ON THE ADDRESS INQUIRY SCREEN (SF9 FROM THE BALANCE INQUIRY SCREEN). YOU WILL NOT SEE THIS ADDED ADDRESS ON ANY CARES SCREENS.

REMINDER: EFFECTIVE 8/22/00, DO NOT CONVERT EBT ACCOUNT BALANCES TO COUPONS FOR CASES THAT TRANSFER TO MILWAUKEE COUNTY. MILWAUKEE-GROUP 1 IS LIVE ON EBT AND AUTHORIZED RETAILERS WILL BE ABLE TO ACCEPT THE WISCONSIN QUEST CARD.

08 24 00 ***** JOB OPENING *****

AN APPLICANT POOL IS BEING CREATED FOR A FULLTIME TRAINING PROGRAM DESIGNER JOB OPENING IN MADISON. POSITION INCLUDES IM TRAINING MATERIAL DEVELOPMENT, PLANNING, WRITING, DESIGNING AND FORMATTING. THE POSITION IS A COLLABORATIVE EFFORT BETWEEN THE BUREAU OF FIELD SUPPORT TRAINING SECTION AND UW-OSHKOSH. TO OBTAIN THE JOB ANNOUNCEMENT SEND AN EMAIL TO BARTH@UWOSH.EDU OR CALL 920-424-3034. DEADLINE IS SEPTEMBER 1, 2000.

08 24 00 **** QC TIP OF THE WEEK ****

IF A HOUSEHOLD CLAIMS SEPARATE FOOD GROUPS AND YOU HAVE ASKED THE QUESTION ABOUT PURCHASING AND PREPARING FOOD SEPARATELY FROM OR TOGETHER WITH OTHER PERSONS LIVING IN THE HOUSEHOLD, YOU MUST DOCUMENT THE ANSWER IN CASE COMMENTS. YOUR CASE COMMENTS SHOULD REFLECT WHAT WAS SAID BY YOUR CUSTOMER OR STATE IF THERE IS SIGNED FORM IN THE CASE RECORD. REMEMBER TO DOCUMENT IN CASE COMMENTS AT THE TIME OF INITIAL APPLICATION AND AGAIN AT EACH REVIEW.

08 25 00 EFFECTIVE MONDAY 08/28/00 NEW CARES SCREENS WILL BE AVAILABLE FOR THE WORKFORCE ATTACHMENT AND ADVANCEMENT(WAA)PROGRAM. NEW REVISED SCREENS FOR WELFARE TO WORK(WTW) WILL ALSO BE AVAILABLE. BWSP OPERATIONS MEMO #00-59 WILL BE ISSUED THIS WEEK DETAILING THE CARES WTW AND WAA CHANGES. FULL TRAINING FOR WTW/WAA IS OFFERED IN SEPTEMBER. ALL HELP SCREENS ARE BEING UPDATED AND WILL BE AVAILABLE SHORTLY.

08 25 00 ***** MORE WEEKEND FIXES *****

OPS MEMO 00-58 DESCRIBES CHANGES TO APCI AND TWO NEW ABSENT PARENT SCREENS APSC AND APSP. AS OF MONDAY 8/28 THESE CHANGES WILL BE IN PLACE. HELP SCREENS ARE ATTACHED TO THE SCREENS AND ARE UP TO DATE.

EFFECTIVE 8/28/00 A NEW COLUMN WILL DISPLAY ON SCREEN AIWC CALLED "FED IND". THIS FIELD IS BEING USED FOR FEDERAL REPORTING PURPOSES ONLY.

A ONE-TIME BATCH PROGRAM WILL RUN ON FRIDAY NIGHT 8/25 WHICH SHOULD ELIMINATE THE EDBC, 84070-FETCH-AG-IN-ELIG FATAL FROM OCCURRING.

08 26 00 ***** CHILD CARE SYSTEM CHANGES *****

EFF 8/28: THE FATAL ON CCDN HAS BEEN FIXED. NOW WHEN YOU TRAN TO CCDN WITH A CCA2 NOTICE LISTED, A FATAL WILL NOT OCCUR.

EFF 8/28: CCAA WILL NOW DISPLAY HISTORY WHEN YOU TRAN USING A DATE IN THE PARMS: PRDR #/LOC/(MMDDYY). YOU WILL NOT BE ABLE TO UPDATE WHEN YOU USE A DATE IN THE PARMS.

EFF 8/28: AUTHS CAN NOW BE ENTERED FOR FOS/KIN CARE CHILDREN WHEN THE NATURAL PARENT IS INCOME ELIGIBLE, BUT THE FOS/KIN PARENT'S INCOME IS \$10,000 OR MORE.

EFF 8/28: ZERO HOUR AUTHS CAN ONLY BE ENTERED WITH AN EFF BEGIN DATE NO EARLIER THAN THE SUNDAY PRIOR TO THE CHILD'S 4TH BIRTHDAY.

EFF 8/28: THE ABEND ON CCAF HAS BEEN FIXED. NOW YOU CAN PF8 THROUGH AUTHS FOR ONE PROVIDER AND THEN HIT ENTER TO VIEW AUTHS FOR THE SAME CASE TO ANOTHER PROVIDER WITHOUT ABENDING.

***** INTENT TO RESIDE *****

FOR MA, THE INTENT TO RESIDE SWITCH HAS BEEN FIXED. NOW, IF YOU ENTER AN "N" FOR INTENT TO RESIDE, THE PERSON WILL FAIL WITH INDIVIDUAL REASON CODE 237. IF THE PERSON NOT INTENDING TO RESIDE IS THE PRIMARY PERSON, THE AG WILL FAIL. THERE IS A PROBLEM HOWEVER, IN THAT THE AG WILL FAIL WITH REASON CODE 028. THIS MEANS THE CLIENT WILL NOT RECEIVE THE PROPER NOTICE, SO A MANUAL NOTICE WILL HAVE TO BE ISSUED. THE PROBLEM WITH THE AG FAILING FOR 028 WHEN INTENT TO RESIDE IS AN "N" FOR THE PRIMARY PERSON WILL BE FIXED, ALONG WITH OTHER 028 CLOSURE PROBLEMS, IN THE NEAR FUTURE.

***** BADGERCARE FIXES *****

RESPONSIBLE FOR ANYONE ELIGIBLE FOR BC WILL BE SET AS EXCLUDED ADULTS OR CHILDREN WITH ONE EXCEPTION FOR MINOR PARENTS WHO COULD BE SET AS TEST CHILDREN IN SOME SITUATIONS. MINORS INELIGIBLE FOR BC SOLELY BECAUSE OF RECEIPT OF ADOPTION ASSISTANCE (REASON CODE 117) WILL BE SET AS TEST CHILDREN. BC AG'S WITH INCOME AT EXACTLY 150% AND 200% FPL WILL NOW HAVE ELIGIBILITY DONE CORRECTLY AND THE CORRECT MED STAT CODE SENT TO MMIS.

OTHER MISCELLANEOUS FIXES HAVE ALSO BEEN MADE. MORE DETAILS FOR THESE BC FIXES WILL BE PROVIDED LATER IN AN OPERATIONS MEMO.

08 29 00 ***** MORE WEEKEND CHANGES *****

***** FOOD STAMP CHANGES *****

APPLICATIONS FOR FS THAT ARE ELIGIBLE FOR EMERGENCY EXPEDITED ISSUANCE IN MONTH 1, AND DENIED IN MONTH 2 CAN NOW HAVE THEIR VAULT CARDS ISSUED BY THE AGENCY. BIPN CAN NOW BE COMPLETED FOR THESE CASES.

FS WILL NOW SET AG LEVEL CLOSURE REASON CODES 051-DIRECT CHILD SUPPORT PAYMENTS INCREASED, 133-SELF-EMPLOYMENT EXPENSES HAVE DECREASED AND 067-INCREASE IN SUPPLEMENTAL SECURITY INCOME (SSI).

WE HAVE ADDED PF7 LOGIC (PAGE BACKWARDS) TO MANY EDBC SCREENS. (EDBC SCREENS ALL START WITH THE LETTER "E".) THE EDBC SCREENS THAT DO NOT CURRENTLY HAVE PF7 LOGIC WILL BE COMPLETED IN THE NEXT MONTH OR TWO.

HOMELESSNESS IS NO LONGER A REASON TO QUALIFY FOR EXPEDITED FS ISSUANCE.

THE 1619(B) QUESTION ON ANBC WILL NOW MAKE A PERSON CATEGORICALLY ELIGIBLE FOR FS.

PERSONAL PROPERTY (ENTERED ON AAPP) WILL NO LONGER APPLY TO FS AGS.

THE BURIAL ASSET CODES 'OT' AND 'RT' WILL NOW COUNT FOR FS.

***** W-2 CHANGES *****

A "?" ENTERED FOR THE SSDI QUESTION ON ANBR WILL NO LONGER FAIL A W-2 AG. IT WILL PEND THE AG UNTIL VERIFICATION IS RECEIVED OR AN NV IS ENTERED. A "?" ENTERED FOR THE FIRST QUESTION ON SCREEN AFMQ WILL NO LONGER PEND A W-2 OR CC AG.

***** SECURITY MANUAL UPDATES *****

THE DES SECURITY MANUAL HAS BEEN AVAILABLE ON THE WORKWEB FOR SEVERAL MONTHS. IT HAS NOW BEEN UPDATED TO REFLECT SOME RECENT CHANGES. UPON ACCESSING THE MANUAL YOU WILL FIRST COME TO A TITLE PAGE. YOU MAY EITHER CLICK ON "RELEASE UPDATES" TO REVIEW WHAT HAS BEEN UPDATED OR CLICK ON "TABLE OF CONTENTS" TO GO DIRECTLY INTO THE MANUAL. THIS MANUAL IS NO LONGER BEING DISTRIBUTED IN PAPER FORM. FOR WORKERS WHO WISH TO MAINTAIN A PAPER COPY, THE "RELEASE UPDATES" SECTION WILL DETAIL WHAT HAS BEEN UPDATED WITHIN THE MANUAL.

08 30 00 *****QC TIP OF THE WEEK*****

THE PRO SHOP AND COACH'S CORNER HAVE TARGETED FOOD STAMP ISSUES IN THE LAST SEVERAL MONTHS. THE PRO SHOP IS A SELF-PACED ACTIVITY THAT INDIVIDUAL WORKERS CAN USE TO REVIEW PROGRAM KNOWLEDGE IN ABOUT 10 MINUTES. EACH PRO SOP WILL HAVE UP TO 5 QUESTIONS AND ONE CASE SCENARIO. THE COACH'S CORNER IS A GUIDE TO SUPERVISORY STAFF ON HOW TO REVIEW POLICY IN AN IN-AGENCY STAFF MEETING. THE INTENT OF THE PACKET IS TO ASSIST SUPERVISORS IN REINFORCING POLICIES OR IMPLEMENTING NEW POLICIES. BACK ISSUES ARE ALSO AVAILABLE FOR REVIEW. THE ADDRESS IS: [HTTP://DWDWORKWEB/DES/TRAINSEC.HTM](http://DWDWORKWEB/DES/TRAINSEC.HTM).

08 30 00 ***** WORKSHOP ANNOUNCEMENT *****

EWSSA IS SPONSORING TWO WORKSHOPS TO BE HELD ON SEPT. 27, 2000 AT MENOMINEE CASINO IN KESHENA STARTING AT 10:00 TO 3:00. MA DIVESTMENT PANEL DISCUSSION WITH JEFF ULANSKI, MA POLICY ANALYST; ATTY SHELLEY MALOFSKY, DHFS OFFICE OF LEGAL COUNSEL; MITCH HAGOPIAN, MADISON ELDER LAW; KEN DUREN, HEARINGS & APPEALS; ATTYS BEN ADAMS & LOUIS ARCHAMBAULT OF ADAMS & WOODROW IN NEENAH. PANEL ON AODA ISSUES THAT AFFECT PEOPLE THROUGHOUT THE LIFESPAN WITH BECKY BRUNETTE, AODA COUNSELOR AT MAEHNOWESEKIYAH TREATMENT CENTER; NEIL VAN ROSSUM, MS, CICSW; AMY ZIMMER, CADCIH; SUE SUSKI, CADCIH; KAREN WELTER, BSW, MENOMINEE CO HHSD. (MAY QUALIFY AS 4 HRS OF CE'S FOR SOCIAL WORK RECERTIFICATION) TO REGISTER CONTACT JIM BESTUL AT SHAWANO CO DSS BY PHONE (715) 526-4741 OR BY FAX (715) 526-4759. DEADLINE IS 9/18/00. INDICATE WHICH WORKSHOP YOU WILL ATTEND. COST IS \$16 TO BE PAID AT THE DOOR AND COVERS CONTINENTAL BREAKFAST & LUNCH BUFFET. WILL BE LIMITED TO THE FIRST 75 WHO REGISTER FOR EACH WORKSHOP.

08 31 00 ***** DXUI FATALS *****

WITHIN THE PAST TWO WEEKS, THERE HAVE BEEN NUMEROUS FATALS ON THE DXUI SCREEN, WHICH DISPLAYS IRS MATCH INFORMATION. THE PROBLEM HAS NOT BEEN FOUND, HOWEVER WE ARE MONITORING THE SCREEN PROGRAM TO DETERMINE WHAT IS HAPPENING. WE WOULD LIKE TO ENCOURAGE WORKERS TO CONTINUE USING THE DXUI SCREEN, ESPECIALLY BETWEEN 10 AND 10:30 AM TODAY, 8/31/00. THIS, HOPEFULLY, WILL RESULT IN SOME FATALS, AND ASSIST IN THE PROBLEM RESOLUTION. IF YOU DO ENCOUNTER A FATAL, PLEASE WAIT FOR A WHILE AND TRY AGAIN. PLEASE, DO NOT FAX IN THE FATALS FOR THIS ONE SITUATION.

08 31 00 ***** PRO SHOP AND COACH'S CORNER SURVEY *****

THE PRO SHOP AND COACH'S CORNER HAVE HIT A MILESTONE; THEY ARE 6 MONTHS OLD! TO ENSURE QUALITY RESOURCES ARE PRODUCED FOR LOCAL AGENCIES, A SURVEY WAS DEVELOPED TO SOLICIT FEEDBACK REGARDING USEFULNESS OF THESE MATERIALS. THE SURVEY HAS BEEN SENT TO LOCAL AGENCIES VIA EMAIL AND IS ALSO AVAILABLE ON THE WEB. PLEASE TAKE 3-5 MINUTES TO COMPLETE THE SURVEY AND RETURN IT BY SEPTEMBER 30, 2000 TO CHERI STOFFEL, UW OSHKOSH CCDET, 800 ALGOMA BLVD, OSHKOSH WI 54901. THANK YOU FOR YOUR ASSISTANCE.

09 01 00 ***** STOP COLLECTION REPORT *****

A NEW BENEFIT RECOVERY REPORT WILL BE AVAILABLE ON A MONTHLY BASIS. THE REPORT WILL RUN THE FIRST MONDAY OF THE MONTH. THE FIRST REPORT WILL BE AVAILABLE FOR VIEWING IN EOS ON SEPTEMBER 5, 2000. THE REPORT WILL INCLUDE ALL CLAIMS WITH A STOP RECOVERY AND WILL BE CUMULATIVE. CLAIMS WITH STOP RECOVERY SHOULD HAVE A NOTE ON BVCC WHY THE STOP RECOVERY WAS IMPLEMENTED. REASONS FOR STOP RECOVERY SHOULD INCLUDE (BUT ARE NOT LIMITED TO) HEARING REQUEST, BANKRUPTCY IN PROCESS, AND ADJUSTMENTS NECESSARY. LOCAL AGENCIES SHOULD MONITOR CLAIMS AND REQUEST RECOVERY ACTION BY ENTERING AN "N" ON BVRI WHEN COLLECTION ACTION CAN CONTINUE.

09 02 00

DHFS IS AWARE THAT THERE APPEAR TO BE SEVERAL PROBLEMS WITH THE ACTIVE AND CLOSED CASE REPORTS ASSOCIATED WITH OPS MEMO 00-51. PLEASE HOLD OFF ON ANY ACTION WHILE WE REVIEW THE VARIOUS PROBLEMS. WE WILL GET BACK TO YOU SOMETIME NEXT WEEK. DHFS APOLOGIZES FOR ALL INCONVENIENCES.

09 06 00 ***** CALL CENTER MOVING DAY *****

THE CARES/POLICY CALL CENTER WILL BE CLOSED ON THURSDAY, SEPTEMBER 7, 2000. WE ARE MOVING TO A NEW LOCATION; THEREFORE, NO PHONE OR FAX SERVICE WILL BE AVAILABLE THAT DAY. PLEASE HOLD YOUR CALLS AND QUESTIONS UNTIL FRIDAY, SEPTEMBER 8, 2000. WE ARE SORRY FOR ANY INCONVENIENCE THIS MAY CAUSE YOU, BUT SINCE WE ARE MOVING TO OUR FINAL DESTINATION IN GEF 1, THIS SHOULD BE THE LAST TIME WE CLOSE FOR MOVING PURPOSES.

09 07 00

***** SECURITY HELP DESK MOVE *****

THE SECURITY HELP DESK WILL BE MOVING ON SEPTEMBER 7TH.

DURING THE MOVE, YOU MAY EXPERIENCE DIFFICULTIES REACHING STAFF AT THE SECURITY HELP DESK. HOWEVER, IF YOU LEAVE A VOICE MAIL MESSAGE, WE WILL RETURN YOUR CALLS AS SOON AS WE CAN. WE WILL BE CHECKING FOR MESSAGES DURING THE MOVE.

YOU SHOULD PLAN FOR OUR FAX MACHINE TO BE DOWN MOST OF THE DAY. IT WOULD BE WISE TO HOLD YOUR FAXES UNTIL FRIDAY, SEPT. 8TH.

09 08 00 ***** FOOD STAMP MASS CHANGE *****

ON SATURDAY SEPTEMBER 9, A FOOD STAMP MASS CHANGE WILL BE RUN IN CARES THAT INCREASES THE GROSS AND NET INCOME LIMITS, THE EXCESS SHELTER EXPENSE DEDUCTION, AND THE MAXIMUM FS ALLOTMENTS. THE CHANGES ARE EFFECTIVE 10/01/00. OPERATIONS MEMO 00-64 WITH THE NEW AMOUNTS IS FORTHCOMING.

09 12 00 ***** BADGERCARE ETN ANNOUNCEMENT *****

THERE WILL BE AN ETN ON TUESDAY, SEPT. 26, FROM 12 TO 2, CONCERNING NEW CHANGES BEING MADE TO THE BADGERCARE PREMIUM PROCESS. THE CHANGES BEING DISCUSSED BY BUREAU OF HEALTH CARE ELIGIBILITY STAFF ARE COVERED IN BWSP OPERATIONS MEMO 00-63, WHICH IS BEING SENT LATER THIS WEEK. THE ETN WILL COVER OTHER CHANGES OCCURRING IN CARES ON SEPTEMBER 23 WHICH WILL AFFECT BADGERCARE. A COPY OF THE ETN ANNOUNCEMENT IS BEING SENT WITH THE OPS MEMO.

09 16 00 ***** FAMILY CARE PILOTS *****

FOR THOSE PILOTS THAT HAVE STARTED TO CONVERT SSI MA CASES TO FAMILY CARE USING CARES, REQUEST MA ON ACPA AND ENTER WAIVER INFORMATION ON ANCW IF THE PERSON PASSES THE WAIVER FUNCTIONAL SCREEN. ALSO, WHEN CONVERTING SSI MA FAMILY CARE MEMBERS LESS THAN 65 YEARS OLD, ENTER DISABILITY INFORMATION ON ANDI. CARES WILL THEN SEND THE CORRECT MEDICAL STATUS CODE (W3 TO W6) TO MMIS.

09 20 00 ***** QC TIP OF THE WEEK *****

TO VERIFY CHILD SUPPORT INCOME RECEIVED, USE THE KIDS DISBURSEMENT SUMMARY SCREEN, FAST PATH 02-05-16, WHICH SUPPLIES THE FOLLOWING INFORMATION: PRINT DATE OF CHECK, CHECK/EFT #, COURT CASE NUMBER, AND AMOUNT OF THE CHECK THAT IS SENT TO THE CUSTODIAL PARENT. EACH KIDS CASE IS ASSIGNED A COURT CASE NUMBER SO BE SURE TO CALCULATE SUPPORT CORRECTLY FOR EACH COURT CASE NUMBER/CHILD. CONVERT OR AVERAGE THE INCOME TO DETERMINE THE PROSPECTIVE AMOUNT. IT IS IMPORTANT THAT YOU DOCUMENT IN CASE COMMENTS THAT YOU GOT YOUR INFORMATION FROM KIDS AND HOW YOU COMPUTED THE AMOUNT THAT YOU ARE BUDGETING.

09 21 00 ***** EBT ADMINISTRATORS MEMO *****

ADMINISTRATOR'S MEMO 00-16 ON ONGOING EBT OPERATIONS WAS ISSUED 8/29/00 AND IS PUBLISHED ON THE DWD INTRANET. IT DESCRIBES LOCAL AGENCY RESPONSIBILITIES FOR ONGOING EBT ACTIVITIES AND ALSO PROVIDES AN EBT TROUBLESHOOTING CONTACT LIST AND A LIST OF EBT-RELATED FORMS, BROCHURES AND VIDEOS.

09 22 00 ***** PRO SHOP AND OTHER INFO *****

THE SEPTEMBER PRO SHOP FOR INCOME MAINTENANCE AND CHILD SUPPORT HAS BEEN PUBLISHED. REMINDER - IF YOU HAVE NOT TAKEN A MOMENT TO COMPLETE THE SURVEY ON THE PRO SHOP AND COACH'S CORNER, YOU HAVE UNTIL SEPTEMBER 30, 2000 TO DO SO.

THE SUPERVISORY CENTRAL WEBSITE IS PUBLISHED AND AVAILABLE ON THE WEB. THE ADDRESS IS:

[HTTP://WWW.DWD.STATE.WI.US/DESTRIN/SUPCENTRAL](http://www.dwd.state.wi.us/destrain/supcentral)

09 23 00 AT THE TIME OF THE PROVIDER FILE CONVERSION, THE WRONG CATEGORY END DATE WAS POPULATED ON CCMC FOR INACTIVE PROVIDERS. THE DATE HAS BEEN CORRECTED.

YOU ARE NOW ABLE TO TRAN TO CCAF FOR SPECIFIC PROVIDER LOCATIONS. PREVIOUSLY, YOU COULD NOT GET A COMPLETE LISTING OF AUTHS FOR A SPECIFIC PROVIDER LOCATION IF YOU USED A PROVIDER LOCATION IN THE PARMS.

YOU CAN NOW SEE A COMPLETE HISTORY OF AGES SERVED ON CCAQ. PREVIOUSLY, YOU ONLY GOT PART OF THE AGES SERVED HISTORY FOR A PROVIDER WHO HAS TWO DIFFERENT CATEGORY TYPES.

THE CATEGORY CSAP NOW REQUIRES A CATEGORY END DATE ON CCMC THAT IS EQUAL TO OR LESS THAN 2 YRS FROM THE CATEGORY BEGIN DATE. THE CATEGORY BEGIN AND END DATES SHOULD BE THOSE LISTED ON THE CERTIFICATE. PREVIOUSLY, THE CATEGORY END DATE WAS NOT REQUIRED ON CCMC.

CCAS VALIDATION HAS BEEN FIXED SO THAT IF THE AGES SERVED IS LISTED ON MORE THAN ONE LINE ON CCAS FOR A PROVIDER LOCATION, AN AUTHORIZATION CAN BE MADE FOR CHI (note: missing text on DXBM screen itself)

THE AMOUNTS ON CCQY ARE NOW DISPLAYING ACCRUATELY.

09 23 00 ***** BADGERCARE CHANGES DELAYED *****

WE ARE DELAYING THE CARES CHANGES TO THE BADGERCARE PREMIUM PROCESS FOR ONE WEEK TO DO MORE TESTING. AS WE SAID IN THE TRANSITION SCHEDULE ATTACHED TO OPERATIONS MEMO 00-63 AND IN A DXBM WE SENT 9/12, WE ORIGINALLY SCHEDULED THE CHANGES TO BE MADE 9/23. WE NOW PLAN TO MAKE THE CHANGES TO CARES ON SEPTEMBER 30. THE ETN TO DISCUSS THESE BADGERCARE PREMIUM CHANGES IS STILL GOING TO BE HELD ON TUESDAY, 9/26, AT 12:00.

09 25 00 ***** CHILD CARE CHANGES; SEVERAL PAGES *****

EFF 9/25/00, CCPS WILL END AUTHS BASED ON ENROLLMENT WITH 10 DAY NOTICE AFTER TWO CONSECUTIVE WEEKS OF ZERO HOURS OF ATTENDANCE. THE TWO CONSECUTIVE WEEKS CAN BE EITHER IN THE SAME ATTD PERIOD OR IN TWO DIFFERENT ATTD PERIODS. ALERT 275 (CC AUTH IS TERMINATED.) WILL BE SENT TO THE WORKER LISTED ON CCAC.

CCAD AND CCRD WILL NOW SHOW RECOVERIES OF OVERPAYMENTS THROUGH RECOUPMENT OF FUTURE ISSUANCE AND PROVIDER PAYMENTS RECORDED ON CCPR. PREVIOUSLY, CCAD ONLY SHOWED RECOVERIES MADE THROUGH RECOUPMENT OF FUTURE ISSUANCE AND CCRD ONLY SHOWED RECOVERIES THROUGH PROVIDER PAYMENTS RECORDED ON CCPR.

09 27 00 ***** QC TIP OF THE WEEK *****

YOU ARE TO BUDGET EACH TYPE OF CS INCOME RECEIVED UNDER SEPARATE CODES. IF THE CUSTOMER RECEIVES CURRENT CHILD SUPPORT AND ARREARS THAT ARE PAID REGULARLY, YOU WILL BUDGET A SEPARATE SCREEN FOR EACH TYPE OF CS INCOME. YOU MAY WANT TO REFER TO THE KIDS CASE SUMMARY SCREEN, 02,05,06 TO DETERMINE THE AMOUNT FOR EACH TYPE OF CS INCOME RECEIVED OR LOOK AT THE DETAIL SCREEN FOR EACH PAYMENT ON 02,05,16.

09 27 00 ***** DX BENDEX *****

PLEASE DO NOT PROCESS 9/22 BENDEX DISPOSITIONS! THE BENDEX MATCH WHICH RAN ON FRIDAY, 9/22/00 WAS RUN WITH LAST MONTH'S DATA. THESE DISPOSITIONS WILL BE DELETED WITHIN THE NEXT DAY, AND THE MATCH WILL BE RERUN ON 9/29/00. WE APOLOGIZE FOR THE INCONVENIENCE.

09 28 00 ***** CALL CENTER CLOSED *****

THE CALL CENTER WILL BE CLOSED TODAY SEPT. 28, FROM 8:30 UNTIL 12:45 BECAUSE CALL CENTER STAFF WILL BE ATTENDING A FAMILY CARE TRAINING SESSION.

09 28 00 ***** PENDING BADGERCARE REPORTS *****

MOST OF YOU HAVE RECEIVED OPS MEMO 00-66 BY NOW. IT REFERS TO THE RERUNNING OF TWO REPORTS CONTAINING POTENTIAL BADGERCARE ELIGIBLE. DUE TO TECHNICAL DIFFICULTIES THE REPORTS WILL NOT BE RUN UNTIL THE WEEKEND OF FRIDAY OCTOBER 6TH. YOU WILL PROBABLY RECEIVE THEM SOMETIME THE WEEK OF OCTOBER 9TH.

09 30 00 ***** FS & W-2 FIXES AND CHANGES *****

FOOD STAMPS-STUDENT EARNINGS WILL NOW BE USED TO CORRECTLY DETERMINE STUDENT STATUS. IN THE PAST, THE HOURS OF EMPLOYMENT WERE NOT LOOKED AT CORRECTLY WHICH RESULTED IN CARES NOT DENYING INDIVIDUALS WHO WERE INELIGIBLE STUDENTS IF HOURS OF EMPLOYMENT WERE TOO LOW.

WE HAVE ADDED FOUR MEDICAL EXPENSE TYPES FOR FS ON REFERENCE TABLE TMEE. THE NEW CODES THAT WILL NOW BE USED IN THE FS CALCULATION ON AFME ARE: CS- DAY CARE SERVICES, HM-HOUSING MODIF INCREASE ACCESS, RC-RESPIRE CARE AND SC-SUPPORTIVE HOME CARE.

W-2-WE HAVE CHANGED SOME 18 YR OLD LOGIC FOR W-2. IF A CHILD IS NOT ELIGIBLE AS A DEPENDENT 18 YR OLD, AND THEY ARE THE ONLY CHILD LEFT IN THE HOME, A W-2 APPLICATION WILL NOW BE CORRECTLY APPROVED OR DENIED IN THE MONTH THE CHILD TURNS 18. IF THE APP IS TAKEN IN THE SAME MONTH THE TEEN TURNS 18, BUT ON OR BEFORE THE CHILD'S 18TH BIRTHDATE, THE AG CAN BE ELIGIBLE. IF THE APP IS TAKEN IN THE BIRTHDAY MONTH, BUT ON A DATE AFTER THE CHILD TURNS 18, THE W-2 AG WILL BE DENIED.

***** BADGERCARE FIXES IN CARES *****

THIS WEEKEND THE FOLLOWING BADGERCARE PREMIUM PROCESS PHASE 1 CHANGES WERE MADE TO CARES:

- BADGERCARE PREMIUMS WILL NOW BE HANDLED IN A ONE-MONTH PROCESS.
- WHEN PREMIUMS HAVE TO BE PREPAID AND RECORDED ON SCREEN AGPC HAS BEEN CHANGED SLIGHTLY.
- SMALL CHANGES HAVE BEEN MADE TO HOW DATA IS ENTERED OR DISPLAYED ON SCREENS AGPI AND AGPT.
- THERE IS A NEW ALERT WHEN ADVERSE ACTION INCORRECTLY MAKES A CHILD ELIGIBLE FOR BADGERCARE WHEN THEY SHOULD BE IN HEALTHY START. THE ALERT ADVISES YOU TO RUN SFED TO CORRECT THE CASE.
- OTHER CHANGES WERE MADE TO IMPROVE THE CARES/MMIS INTERFACE FOR PREMIUM RECORDS.

BADGERCARE PREMIUM PAYERS HAVE ALREADY BEEN NOTIFIED IN A SPECIAL MAILING OF THE CHANGE TO THE PREMIUM PROCESS.

THESE CHANGES WERE COVERED IN MORE DETAIL IN BWSP OPERATIONS MEMO 00-63 AND AT THE ETN THAT WAS HELD ON SEPTEMBER 26.

09 30 00 *****MEDICAID FIX IN CARES*****

THIS WEEKEND A FIX WAS MADE TO CARES TO INCLUDE FETUSES IN THE FISCAL TEST GROUP SIZE FOR ALL HEALTHY START GROUPS WHERE THE PREGNANT WOMAN/CHILD IS EITHER AN ELIGIBLE OR COUNTED MEMBER.

10 04 00 *****QC TIP OF THE WEEK*****

TO ELIMINATE UNNECESSARY DXNH (NEW HIRE) MATCHES, ENTER THE FEDERAL IDENTIFICATION NUMBER (FEIN) OF THE EMPLOYER ON AFEI IF AVAILABLE. CHECK PAYSTUBS FOR THE FEIN.

***** WAA PROGRAM GUIDE AVAILABLE *****

THE WORKFORCE ATTACHMENT AND ADVANCEMENT (WAA) PROGRAM GUIDE IS NOW AVAILABLE ON THE WAA WEB SITE, IN THE PROGRAM INFORMATION SECTION: WWW.DWD.STATE.WI.US/WAA. THIS WEB SITE CHANGED IN SEPTEMBER 2000, PLEASE UPDATE YOUR BOOKMARKS TO THE NEW ADDRESS.

10 07 00 ***** DXLI - LIHEAP ADDRESS *****

THE LIHEAP SCREEN WILL HAVE ADDITIONAL INFORMATION AS OF MONDAY, OCTOBER 9. IT WILL NOW DISPLAY BOTH THE LIHEAP ADDRESS, WHICH IS THE ADDRESS FOR WHICH THE LIHEAP PAYMENT WAS GRANTED, AND THE CARES ADDRESS FOR INDIVIDUAL WHO RECEIVED LIHEAP ASSISTANCE.

10 07 00 ***** SOLQ SND VERIFICATION UPDATE *****

THERE HAS BEEN AN ENHANCEMENT TO THE SOLQ PROCESS WHICH WENT INTO PRODUCTION ON FRIDAY, OCTOBER 6. THIS CHANGE WILL TRIGGER AN AUTOMATIC UPDATE OF A C, W, E, 1, 3 OR 5 VERIFICATION CODE ON ANID WHEN AN INDIVIDUAL IS QUERIED ON DXSQ OR DXTQ BY A WORKER IN YOUR OFFICE (OFFICE LEVEL SECURITY) AND WHEN THE DATA IS VERIFIED BY SSA. IF THE QUERY PROVIDES AN ERROR MESSAGE ON DXSN, WORKERS CAN MAKE A CHANGE IN THE SSN ON ANID AND RESUBMIT. IF THE NAME OR BIRTH DATE IS CHANGED ON ANID, WORKERS CAN RESUBMIT THE SOLQ QUERY THE NEXT DAY, WHICH WILL THEN RESULT IN VERIFICATION ON ANID. PLEASE NOTE THAT INDIVIDUALS WITH AN X VERIFICATION CODE CAN NOT BE QUERIED THROUGH SOLQ, AND THEREFORE THE CODE WILL NOT BE CHANGED BY THIS PROCESS.

10 07 00 ***** MA HANDBOOK RELEASE ERROR *****

AN ERROR IN PRINTING MA HANDBOOK RELEASE 00-05 HAS OCCURRED. HANDBOOK MAINTENANCE IN THAT RELEASE STATES:

3. APPENDIX 1.0.0 - REPLACE PAGE 5 WITH THE NEW PAGE.
4. APPENDIX 4.0.0 - REPLACE PAGE 7 WITH THE NEW PAGE.

UNFORTUNATELY, THESE TWO PAGES WERE PRINTED BACK TO BACK INSTEAD OF SEPARATELY. AS A RESULT, IT APPEARS THAT THERE IS NO REPLACEMENT PAGE 7 FOR APPENDIX 4.0.0. PLEASE COPY THE BACK OF REPLACEMENT PAGE 5 OF APPENDIX

1.0.0 AND REPLACE PAGE 7 WITH THE PHOTOCOPY. THIS ERROR WILL BE CORRECTED IN THE NEXT RELEASE.

10 07 00 **** FS ERROR REDUCTION CBT COURSE ****

THE FOOD STAMP ERROR REDUCTION CBT COURSE IS AVAILABLE AGAIN. ALL ECONOMIC SUPPORT, W-2, AND CHILD SUPPORT AGENCIES SHOULD HAVE RECEIVED A COPY OF THE ANNOUNCEMENT BY EMAIL. LOOK FOR A POSTING IN YOUR AGENCY. THE COURSE CODE ON THE ANNOUNCEMENT WILL BE NEEDED IN ORDER TO ENROLL IN THIS COURSE.

10 10 00 **** POSSIBLE CHILD CARE EFT POSTING DELAY ****

DUE TO THE FEDERAL HOLIDAY ON MONDAY, CHILD CARE PROVIDER EFT PAYMENTS MAY BE SLIGHTLY DELAYED. SOME BANKS MAY BE ABLE TO POST PAYMENTS AS USUAL, ON TUESDAY MORNING OR AFTERNOON; OTHERS MAY NOT BE POSTED UNTIL WEDNESDAY MORNING."

**** NEW CALL CENTER FAX NUMBER ****

THE CALL CENTER'S NEW FAX NUMBER IS (414)266-8358. THIS NUMBER SHOULD BE USED TO SUBMIT YOUR QUESTIONS, AND FOR FATAL AND ABEND REPORTING. THE SECURITY DESK FAX NUMBER REMAINS THE SAME AT (414)267-0484.

10 11 00 *****QC TIP OF THE WEEK*****

WORKERS SHOULD CHECK AND COMPLETE THEIR DATA EXCHANGE ALERTS ON A DAILY BASIS. EOS REPORT CD90 LISTS DATA EXCHANGE MATCHES THAT ARE OVERDUE INCLUDING "NEW HIRE" MATCHES. SUPERVISORS CAN CHECK CD90 TO MONITOR DATA EXCHANGE ACTIVITIES.

10 11 00 **** PERFORMANCE STANDARDS REPORTS RERUN ****

THE WORK PROGRAMS POINT-IN-TIME PERFORMANCE STANDARDS EXTRACT PROGRAM PWCWP210 RAN WITH THE INCORRECT DATE OF 2000-09-29 IN SEPTEMBER'S EOM CYCLE. IT SHOULD HAVE USED 2000-09-30. THIS EXTRACT AFFECTS THE POINT-IN-TIME PERFORMANCE STANDARDS FOR W-2 CONTRACTS. THEREFORE, THE EXTRACT WILL BE RERUN 10/10/00 OR 10/11/00. THE AFFECTED REPORTS (C515, C516, C517, C518 AND C797) CREATED FROM THIS EXTRACT HAVE BEEN DELETED. THESE REPORTS WILL BE REPLACED WITH THE DATA FROM THE NEW EXTRACT RUN. LOOK FOR THESE REPORTS ON 10/12/00 OR 10/13/00.

10 13 00 **** PERFORMANCE STANDARDS REPORTS RERUN ****

THE WORK PROGRAMS POINT-IN-TIME PERFORMANCE STANDARDS EXTRACT PROGRAM WAS RERUN; HOWEVER, IT INCLUDED DATA FOR OCTOBER UP TO THE POINT THE PROGRAMS WAS RERUN. THIS INCLUDES REPORTS C515, C516, C517, C518 AND C797. THESE REPORTS WILL ALSO BE DELETED AND THE REPORT RERUN AGAIN. WE WILL INFORM YOU WHEN THE REPORTS APPEAR ON EOS WITH THE CORRECT DATA. WE EXPECT THAT THIS WILL BE MONDAY MORNING.

10 16 00 STARTING IN MID OCTOBER, MENOMINEE TRIBE MEMBERS WILL BEGIN RECEIVING A ONE TIME CASH SETTLEMENT FORM A FEDERAL LAWSUIT (PL 106-54 113 STAT. 399). THESE PAYMENTS SHOULD BE TREATED AS LUMP SUM PAYMENTS FOR ALL PROGRAMS OF ASSISTANCE.

10 19 00 *****QC TIP OF THE WEEK*****

DXLI NOW SHOWS THE ADDRESS TO WHICH THE LIHEAP PAYMENT WAS MADE. THIS BEGAN IN MID-SEPTEMBER. RECORDS PRIOR TO THIS TIME FRAME WILL NOT HAVE THE ADDRESS INFORMATION. IN THE FUTURE, ALL RECORDS WILL HAVE THE INFORMATION.

10 19 00 **** WTW/WAA DATING AND BACKDATING ****

BWSP OPS MEMO 00-73 WILL BE RELEASED TO LOCAL AGENCIES IN THE VERY NEAR FUTURE. THIS MEMO PROVIDES GUIDANCE TO AGENCIES ON THE PROCESS FOR DATING AND BACKDATING WELFARE-TO-WORK (WTW) AND WORKFORCE ATTACHMENT ADVANCEMENT (WAA) RECORDS IN CARES THAT WERE MANUALLY OPENED PRIOR TO THE IMPLEMENTATION OF THE WTW/WAA CARES MODIFICATIONS ON 8-28-00. THE MEMO PROVIDES SPECIFIC GUIDANCE ON CAPTURING THE KEY ACTIVITIES OF PARTICIPATION, SUCH AS: 1) THE PROCESS OF CREATING AN RFA; 2) ENTERING COMPONENTS ON WPCS; 3) REPORTING ENTERED EMPLOYMENT; 4) WHERE APPROPRIATE, COMPLETING AN INDIVIDUAL FROM WTW OR WAA. IN ADDITION, BASED ON CHANGES TO WTW ELIGIBILITY CRITERIA, THERE IS INSTRUCTION FOR UPDATING THE WTW 30% NON-CUSTODIAL PARENT (NCP) POPULATION TO THE 70% NCP CATEGORY.

10 20 00 **** FORWARD CARD REPLACEMENT REMINDER ****

REMINDER: WHEN A MEDICAID CLIENT NEEDS A REPLACEMENT MEDICAID FORWARD CARD, THEY MUST CONTACT RECIPIENT SERVICES AT (800) 362-3002. DO NOT REFER THE RECIPIENT TO STATE STAFF.

10 20 00 **** CHILD CARE CHANGES EFFECTIVE 10/23 ****

THE CHILD CARE PROVIDER LOCATION FIELD HAS BEEN EXPANDED FROM 2 DIGITS TO 3. WHEN THE PROVIDER LOCATION IS USED IN THE PARMS, THREE DIGITS MUST BE USED. FOR EXAMPLE, LOC 01 IS NOW LOC 001.

FOS AND KIN BECAME ZERO COPAY TYPES. NCK IS A NEW MINIMUM COPAY TYPE THAT IS USED WHEN ENTERING AUTHS TO NON-COURT ORDERED KINSHIP CARE CHILDREN. BWSP OPS MEMO 00-71 EXPLAINS THE USE AND IMPLEMENTATION OF THESE COPAY TYPES.

THE PROBLEM RELATING TO THE "CONCURRENT UPDATE, TRY AGAIN LATER" THAT DID NOT ALLOW AUTHS TO BE ENTERED ON CCAC HAS BEEN FIXED. IF A WORKER RECEIVES THIS MESSAGE ON CCAC, THEY SHOULD PF12 OFF THE SCREEN AND TRAN BACK TO RE-ENTER THE AUTH.

THE QUARTERLY REMITTANCE REPORT (EOS REPORT CC55) HAS BEEN FIXED TO SHOW THE PROVIDER PAYMENT ADDRESS IN THE HEADER AND TO PAGE BREAK CORRECTLY.

CCCQ WILL NOW SHOW CATEGORY INFORMATION FOR A PROVIDER LOCATION THAT HAS BEEN DELETED. THE CC PRE AUTH/DETAIL (EOS REPORT CC38) HAS BEEN FIXED SO THAT ALL PRE AUTHS LISTED IN THE CC PRE AUTH/SUMMARY (EOS CC39) ARE ALSO LISTED IN THE DETAIL REPORT.

AGES SERVED EFFECTIVE DATES ON CCAS SHOULD BE ENTERED SO THAT THEY SPAN THE ENTIRE CATEGORY EFFECTIVE DATES THAT ARE LISTED AT THE TOP OF CCAS. IF THIS IS NOT DONE, AUTHS CANNOT BE ENTERED FOR THE WEEK(S) WHERE THE AGES SERVED DATES DO NOT SPAN THE CATEGORY DATES.

10 21 00 IN THE PAST WORKERS WERE GETTING STUCK ON AGHC. NOW, WORKERS SHOULD BE ABLE TO BYPASS (BY HITTING ENTER) AGHC IF THE SCREEN DOESN'T REQUIRE ANY UPDATES.

10 21 00 ***** CHANGES/FIXES TO CARES *****

- THE WAY CARES COUNTS JOINTLY OWNED VEHICLES FOR FOOD STAMPS WAS FIXED OVER THIS PAST WEEKEND. VEHICLE ASSETS WILL NOW BE COUNTED CORRECTLY WHEN THE PROPER USAGE CODES ARE ENTERED. IF YOU KNOW OF ANY CASES WHERE THIS HAS BEEN A PROBLEM, RUN SFED. CHECK THE RESULTS, AND CONFIRM IF CORRECT.
- THE PHONE STANDARD HAS BEEN CAPPED AT \$27. PREVIOUSLY, CARES WAS USING AMOUNTS IN EXCESS OF THE PHONE STANDARD IF A HIGHER AMOUNT WAS ENTERED ON AFUC. AGAIN, IF YOU KNOW OF ANY CASES IN WHICH THIS WAS A PROBLEM, RUN SFED AND CHECK THE RESULTS. THEN CONFIRM THE RESULTS IF CORRECT.
- IN A W-2 AG, CARES WAS FAILING THE AG IN A TWO PARENT HOUSEHOLD, WHEN THE PARENT NOT IN THE PLACEMENT WAS ANSSDI OR SSI RECIPIENT. THIS HAS NOW BEEN FIXED. ANY CASES YOU KNOW OF WHERE THIS WAS HAPPENING, RUN SFED AND CHECK THE RESULTS. THIS SHOULD RE-ESTABLISH CORRECT ELIGIBILITY FOR THE W-2 GROUP. BE SURE TO CONFIRM THE CORRECT RESULTS.
- WE HAVE ADDED PF7 (PAGE BACK) FUNCTIONALITY TO SEVERAL MORE SCREENS. THOSE SCREENS ARE EEVC, EEND AND SFCD.
- IN THE PAST WORKERS WERE GETTING STUCK ON AGHC. NOW, WORKERS SHOULD BE ABLE TO BYPASS (BY HITTING ENTER) AGHC IF THE SCREEN DOESN'T REQUIRE ANY UPDATES.

***** MILWAUKEE COUNTY REVIEWS *****

A NON-W-2 CASE TRANSFERRING BETWEEN AGENCIES WILL NO LONGER HAVE THEIR REVIEW DATE RE-SET. ANY CASE THAT HAS A W-2 AG OPEN FOR PAYMENT OR NON-PAYMENT SERVICES WILL STILL REQUIRE A REVIEW WHEN TRANSFERRING TO A DIFFERENT AGENCY WITHIN MILWAUKEE COUNTY.

10 24 00 **** PINNING VAULT CARDS ****

IF YOUR AGENCY ISSUES A TEMPORARY WISCONSIN QUEST CARD, THE CARDHOLDER MUST SELECT A PIN USING THE CAPS DEVICE IN THE LOCAL AGENCY. IF THE CARDHOLDER FORGETS THE PIN AND NEEDS TO SELECT A NEW ONE, THE CARDHOLDER MUST RETURN TO THE LOCAL AGENCY TO SELECT A PIN USING THE CAPS DEVICE. IF THE CLIENT SELECTS A PIN THROUGH CSI CUSTOMER SERVICE, THE PERMANENT CARD WILL BE STATUSED. PLEASE ADVISE CARDHOLDERS TO RETURN TO YOUR AGENCY IF THEY NEED TO CHANGE THE PIN ON THE TEMPORARY CARD.

10 24 00 **** DX WAGE PURGE/RESTORE ****

SOME OF YOU HAVE NOTICED THAT WAGE RECORDS ON DXQW HAVE DISAPPEARED SINCE A PREVIOUS QUERY. THIS IS BECAUSE THE WAGE RECORDS ARE PURGED APPROXIMATELY EVERY SIX MONTHS, AND THE DATA IS ARCHIVED. THERE ARE USUALLY ONLY SIX QUARTERS OF DATA AVAILABLE. AN EXCEPTION WOULD BE IF THERE WAS A DUI WAGE CLAIM PENDING AGAINST AN INDIVIDUAL, AND THEN UP TO 20 QUARTERS OF DATA WOULD BE AVAILABLE. ARCHIVED DATA CAN BE RESTORED IF NECESSARY. TO REQUEST A RESTORE, SEND AN E-MAIL TO GARCIGL@DWD.STATE.WI.US. THE RESTORE PROCESS RUNS EVERY MONDAY.

**** PF7 FUNCTIONALITY ****

THE PF7 FUNCTIONALITY FOR EEND, EEVC, AND SFCD DID NOT GET IMPLEMENTED THIS LAST WEEKEND AS A PREVIOUS MESSAGE INDICATED. WE EXPECT IT TO BE IMPLEMENTED OVER THIS COMING WEEKEND. WE APOLOGIZE FOR THE CONFUSION.

**** REPORT ON EOS - VETERANS INCOME ****

EOS REPORT CARES-UT628B-RQJ, FORM # CU14, IS NOW AVAILABLE. THIS ONE-TIME REPORT CONTAINS A LISTING OF CASES THAT HAVE VETERANS INCOME CODED IN CARES. IT SHOULD BE HELPFUL IN IDENTIFYING CASES THAT MAY NEED CORRECTION. BWSP OPERATIONS MEMO 00-56 CLARIFIES THAT VA PAYMENTS FOR AID AND ATTENDANCE OR RESULTING FROM UNUSUAL MEDICAL EXPENSES ARE EXEMPT WHEN DETERMINING MEDICAID ELIGIBILITY. THEY ARE ALSO IGNORED IN MOST SITUATIONS FOR THE PATIENT LIABILITY AND COST SHARE CALCULATIONS (POST-ELIGIBILITY TREATMENT OF INCOME) FOR INSTITUTIONALIZED AND COMMUNITY WAIVER CASES.

10 25 00 **** DATA EXCHANGE TARGETING PROBLEM ****

IT HAS BEEN BROUGHT TO OUR ATTENTION SEVERAL TIMES IN THE PAST THAT CLOSED CASES ARE BEING TARGETED IN SEVERAL DIFFERENT DATA EXCHANGE MATCHES. THIS OCCURS WHEN AN INDIVIDUAL IS ON MORE THAN ONE CASE, ONE OF WHICH IS OPEN, BUT THE TARGETING PROCESS MISTAKENLY ASSIGNS THE DISPOSITION TO A CLOSED CASE. A REQUEST FOR A FIX HAS BEEN ISSUED, AND THE CORRECTION OF THIS COMPLICATED PROBLEM IS NOW A HIGH PRIORITY. WE HOPE THAT THE CHANGE WILL GO INTO PRODUCTION WITHIN THE NEXT TWO TO THREE MONTHS.

***** THE PRO SHOP *****

THE PRO SHOP FOR OCTOBER, 2000 HAS BEEN PUBLISHED. PLEASE TAKE A MOMENT TO VIEW IT AT:

WWW.DWD.STATE.WI.US/DESTRIN/PROSHOP

**** CHILD CARE PROVIDER CHECKS ****

CHILD CARE PROVIDER CHECKS WERE NOT MAILED ON MONDAY 10/23 DUE TO A MAILROOM ERROR. THEY WERE MAILED ON TUESDAY 10/24.

10 27 00 **** PERFORMANCE STANDARDS REPORTS RERUN ****

THE WORK PROGRAMS POINT-IN-TIME PERFORMANCE STANDARDS EXTRACT PROGRAM PWCWP210 WHICH RAN WITH THE INCORRECT DATE OF 2000-09-29 IN SEPTEMBER'S EOM CYCLE HAS BEEN RERUN AND THE CORRECTED VERSIONS ARE NOW AVAILABLE. THE AFFECTED REPORTS ARE (C515, C516, C517, C518 AND C797).

10 27 00 **** CHILD CARE REPORT, CHANGES/FIXES ****

A DATA EXCHANGE HAS BEEN RUN FOR CHILD CARE PROVIDER NAME AND SSN. PLEASE CHECK EOS REPORT CHILD CARE DATA EXCHANGE SSN DISCREPANCY (CC) AND MAKE THE NECESSARY CHANGES.

THE ALERT WHEN AN AUTH HAS ENDED DUE TO 2 CONSECUTIVE WEEKS OF ZERO HOUR ATTD HAS CHANGED TO 314 - CC AUTH ENDED DUE TO ZERO ATTD. A "Z" WILL NOW APPEAR ON CCAH FOR ANY AUTH THAT WAS ENDED DUE TO ZERO HOUR ATTD.

THE FATAL ON CCAR HAS BEEN FIXED. THERE WAS A FATAL WHEN TERMINATING AND REG AUTH WHEN A ZERO HOUR AUTH EXISTED FOR THE SAME CASE.

11 01 00 **** CLARIFICATION TO OPS MEMO 00-66 ****

OPS MEMO 00-66 DESCRIBES A PROCESS BY WHICH BACK ELIGIBILITY MUST BE EXPLORED FOR BADGERCARE FOR INDIVIDUALS APPEARING ON THE INACTIVE CASE LIST. THE OPS-MEMO DOES NOT SAY HOW LONG THE CLIENT HAS TO CONTACT THE LOCAL AGENCIES AND STILL HAVE THEIR BACKDATED ELIGIBILITY EXPLORED. WE ARE REQUESTING THAT LOCAL AGENCIES DO THE FOLLOWING: FOR ASSISTANCE GROUPS WHERE THE CLIENT IS APPEARING ON THE INACTIVE LIST AND CONTACTS THE LOCAL AGENCY ON OR BEFORE JAN 31, 2001, EXPLORE BACK DATED BADGERCARE ELIGIBILITY AS DESCRIBED IN OPS MEMO 00-66. TREAT THOSE ON THE INACTIVE LIST WHO CONTACT THE LOCAL AGENCY AFTER JAN 31, 2001 AS YOU WOULD ANY OTHER BADGERCARE APPLICANT.

11 01 00 *****QC TIP OF THE WEEK*****

WHEN DOING AN APPLICATION OR REVIEW, WORKERS SHOULD USE THE MOST RECENT CHECK STUBS TO COMPUTE THE PROSPECTIVE INCOME AMOUNT. A GOOD SUGGESTION IS TO USE THE CHECK STUBS RECEIVED IN THE LAST 30 DAYS OR MORE. IF OVERTIME IS ON THE CHECK STUB, USE THE OVERTIME WHEN YOU COMPUTE THE INCOME CALCULATION IF IT IS REGULAR AND PREDICTABLE.

11 01 00 **** CARES BATCH CALENDAR ****

THE CARES BATCH CALENDAR ARE NOW ON THE INTERNET. THE ADDRESS IS:

[HTTP://WORKWEB.DWD.STATE.WI.US/PARTNER/CARES/DEFAULT.HTM](http://workweb.dwd.state.wi.us/partner/cares/default.htm)

THIS WILL TAKE YOU TO A PAGE FROM WHICH YOU CAN SELECT THE DESIRED CALENDAR. A SUGGESTION IS TO MAKE THIS PAGE A 'FAVORITE' PAGE. PLEASE SCROLL TO THE BOTTOM OF THE CALENDAR PAGE FOR THE LEGEND OF MAJOR MONTHLY JOBS. ONE CHANGE FROM THE CALENDAR IS THA CARES WILL BE UP UNTIL 1500 (3:00PM) THIS SATURDAY, 11/4/00.

11 02 00 **** FOOD STAMP ACPA CHANGE ****

A BATCH PROGRAM WAS RUN ON MONDAY THE 30TH TO PREVENT FS AGS FROM POPPING OPEN. FS AGS CLOSED FOR MORE THAN 30 DAYS HAD THE ACPA REQUEST FOR FS CHANGED TO "N." THIS PROGRAM WILL BE RUN AT THE END OF EACH MONTH TO PREVENT POP OPENS ON AN ONGOING BASIS. AN OPS MEMO IS FORTHCOMING.

11 04 00 **** APCI KPIN FIELD ****

IN AUGUST WE ADDED A NEW FIELD ON SCREEN APCI FOR AN ABSENT PARENT KIDS PIN (KPIN). THIS FIELD IS FOR INFORMATION THAT WILL BE COMING THROUGH THE IVA-IVD INTERFACE. THIS IVA-IVD INTERFACE CHANGE HAS NOT YET BEEN MADE. WE HAVE DISCOVERED THAT WORKERS IN SOME AGENCIES ARE ENTERING ERRONEOUS DATA TO THIS FIELD. DO NOT ENTER ANY INFORMATION IN THE KPIN FIELD ON APCI UNTIL FURTHER NOTICE.

11 07 00 PERFORMANCE STANDARDS REPORTS

THE ENTERED EMPLOYMENT PLACEMENT STANDARD REPORT WILL NOT APPEAR ON EOS TODAY. ALL OTHER REPORTS WILL BE THERE. THERE IS A MINOR PROBLEM THAT SHOULD BE RESOLVED VERY QUICKLY. SORRY FOR THIS DELAY.

11 08 00 **** QC TIP OF THE WEEK ****

RENTERS INSURANCE IS NOT AN ALLOWABLE SHELTER DEDUCTION IN THE FOOD STAMP PROGRAM. THE TOTAL AMOUNT OF HOMEOWNERS INSURANCE IS AN ALLOWABLE SHELTER DEDUCTION FOR THE CALCULATION OF THE ALLOTMENT. VERIFY THE AMOUNT AND DOCUMENT IN CASE COMMENTS.

11 10 00 **** OFFICE CHANGE COMPLETION CODE OPS-MEMO ****

BWSP OPS MEMO 00-078 WILL BE RELEASED TO LOCAL AGENCIES IN THE VERY NEAR FUTURE. THIS MEMO PROVIDES GUIDANCE TO LOCAL AGENCIES ON THE PROPER USAGE OF THE OFFICE CHANGE (OC) COMPLETION CODE FOR COMPLETING INDIVIDUALS FROM ANY ONE OF THE NON-ELIGIBILITY WORK PROGRAMS - CHILDREN FIRST, WELFARE-TO-WORK, AND WORKFORCE ATTACHMENT AND ADVANCEMENT. THROUGH THE USE OF SCENARIOS, THE MEMO DESCRIBES THE MOST COMMON CIRCUMSTANCES UNDER WHICH IT IS NECESSARY TO USE THE OC CODE.

11 10 00 **** BIET SCREEN INFORMATION ****

BIET IS UPDATED OVERNIGHT. CARDHOLDER CHANGES MADE TODAY ARE DISPLAYED ON BIET TOMORROW.

IF AN FS AG HAS NOT BEEN ISSUED ANY EBT BENEFIT IN THE PAST BUT WAS PART OF AN EBT CONVERSION, YOU WILL SEE A "NO EBT BENEFITS" MESSAGE IN THE UPPER RIGHT CORNER OF THE SCREEN. CARDHOLDER CHANGES WILL NOT BE SENT TO THE EBT VENDOR UNTIL AN EBT BENEFIT IS ISSUED. REFER TO BIET SCREEN LEVEL HELP FOR MORE INFORMATION.

11 15 00 ***** QC TIP OF THE WEEK *****

A SIGNED CAF IS REQUIRED FOR ALL REVIEWS. ON A PHONE-IN REVIEW, MAIL THE CAF AND A 10 DAY NOTICE TO THE CUSTOMER. IF THE SIGNED CAF IS NOT RETURNED IN 10 DAYS, CLOSE THE CASE WITH AN OVERRIDE ON AGOE USING CODE 045 OR 077. REFERENCE OPS MEMO 00-44.

11 18 00 **** EBT - CSI DOWNTIME ****

THE CSI ADMIN TERMINALS WILL BE DOWN BEGINNING AT 5:00PM MONDAY, NOV. 20. FOR A TES OF OUR FILE TRANSMISSION LINES. THE OUTAGE SHOULD BE FOR A SHORT PERIOD OF TIME..

11 18 00 **** IVA/IVA INTERFACE CHANGES ****

THIS PAST WEEKEND CHANGES WERE MADE TO THE IVA-IVD INTERFACE BETWEEN CARES AND KIDS. THE TWO SYSTEMS WILL NOW SEND DATA BACK AND FORTH USING THE ABSENT PARENT'S KIDS PIN (KPIN). A ONE-TIME PROGRAM WAS RUN TO ADD THE KPINS AND

PATERNITY INFORMATION TO APGI. BEGINNING ON TUESDAY, 11-21-00, CARES WORKERS WILL NOTICE MORE INFORMATION DISPLAYING ON THE AP SCREENS, SUCH AS ADDRESSES AND COURT ORDERS. MOST NOTICEABLE IS A NEW "X" PATERNITY INDICATOR THAT DISPLAYS ON APGI WHEN A POTENTIAL FATHER IS EXCLUDED BY CHILD SUPPORT. AN OPERATIONS MEMO WILL BE OUT BY THE END OF THIS WEEK EXPLAINING IN DETAIL THE CHANGES TO CARES. PLEASE REPORT ANY PROBLEMS WITH THE INTERFACE TO THE DES CARES & POLICY CALL CENTER.

11 21 00 *****MAPP/FAMILY CARE (FC) PARTICIPANTS *****

WHEN MANUALLY CERTIFYING A MAPP PARTICIPANT THAT IS ALSO IN OR BEING ENROLLED IN THE FC PROGRAM, PLEASE IDENTIFY IN THE COMMENT SECTION ON THE BOTTOM OF THE 3070 THAT THE RECIPIENT IS IN THE FC PROGRAM. THIS WILL HELP TO PREVENT INCORRECT FC DISENROLLMENTS FROM OCCURRING. PLEASE CONTINUE TO SEND THE FC ENROLLMENT FORMS FOR MAPP PARTICIPANTS AS WELL.

11 22 00 ***** QC TIP OF THE WEEK *****

SCHOOL ENROLLMENT MUST BE VERIFIED FOR CHILDREN AGE 16 AND OVER AND SCREEN ANSE MUST BE UPDATED. THEIR INCOME MAY BE COUNTED IF THEY ARE NOT IN SCHOOL. THEY MAY BE FSET MANDATORY IF THEY ARE NOT IN SCHOOL, NOT EMPLOYED AND AGE 16 AND OVER.

THE NOVEMBER PROSHOP AND COACH'S CORNER HAS BEEN PUBLISHED ON THE WEB. PLEASE TAKE A MOMENT TO CHECK IT OUT.

11 25 00 ***** WTW MASS CHANGE FOR C/E CODES *****

OVER THE WEEKEND OF NOVEMBER 24, A BATCH CONVERSION OCCURRED TARGETING WTW PARTICIPANTS WHO WERE NEVER ASSIGNED A WTW PROGRAM TYPE CODE. THE ON-LINE FUNCTIONALITY TO ASSIGN A WTW PROGRAM TYPE CODE (REFERENCE TABLE TWTW) WAS IMPLEMENTED ON 8-28-2000 ALONG WITH SEVERAL OTHER CHANGES TO ACCOMMODATE THE IMPLEMENTATION OF THE WAA PROGRAM AND MODIFICATIONS TO WTW ELIGIBILITY CRITERIA. PRIOR TO THE IMPLEMENTATION OF THE WTW PROGRAM TYPE FIELD, WTW STAFF WERE INSTRUCTED TO USE THE WP CONTROL/EXPERIMENTAL FIELDS TO TRACK PARTICIPANTS WHO WERE PARTICIPATING IN CERTAIN WTW PROGRAMS, LIKE THE COMPETITIVE PROGRAM. THIS BATCH CONVERSION ASSIGNED THE WTW PROGRAM TYPE

11 25 00 ***** CHILD CARE CHANGES AND FIXES *****

LOCAL AGENCIES MUST ENTER LICENSED PROVIDER RATES FOR 2001 ON CCRP WITH AN EFFECTIVE DATE OF 12/31/00. THIS SHOULD BE COMPLETED BY 12/29/00. ALL AUTHS WILL BE RECALCULATED USING THE 2001 PROVIDER AND COUNTY MAX RATES ON 12/30/00.

CCAH HAS BEEN RESORTED IN DESCENDING ORDER BY AUTH BEGIN DATE.

WORKERS HAVE BEEN RECEIVING ALERTS 310, 311 AND 312 DAILY. THIS HAS BEEN FIXED - EACH ALERT WILL ONLY BE SENT ONCE.

AUTHS WERE BEING ENDED WHEN A WORKER WOULD CHANGE ATTD ENTERED ON CCAR TO ZEROS AND THEN ENTER A 'D' IN THE DELETE FIELD AND HIT ENTER. THIS HAS BEEN FIXED SO THE AUTH WILL NO LONGER END UNDER THIS CIRCUMSTANCE.

A NEW FIELD OF 'OFFICE NUMBER' HAS BEEN ADDED TO CCPR. THE WORKER MUST NOW ENTER THE OFFICE NUMBER FOR WHICH THE CARS LINE MUST BE ADJUSTED. WKRS WILL ONLY BE ABLE TO ENTER AN OFFICE NUMBER THAT IS ASSOCIATED WITH THEIR WORKER ID.

ALL LOCATIONS USING THE SAME LOCATION NAME WILL NOW DISPLAY WHEN TRAINING TO CCQP WITH THE LOC NAME IN THE PARMS.

THE FATAL ON CCQR/CCQZ HAS BEEN FIXED.

THE FATAL ON CCSP HAS BEEN FIXED.

11 28 00 ***** FOOD STAMP POP-OPENS *****

OPS MEMO 00-75 DESCRIBED A BATCH PROGRAM TO PREVENT FOOD STAMP POP OPENS. THIS PROGRAM WAS RUN 10/31/00 BUT PROBLEMS HAVE BEEN FOUND WITH IT. THE CHANGES MADE WERE UNDONE ON MONDAY 11/27/00 AND NO FUTURE POP OPEN BATCH JOBS WILL RUN UNTIL FURTHER NOTICE. ALL OF THE CLOSED FS CASES THAT HAD THE FS ACPA REQUEST CHANGED TO N IN THE BATCH WERE CHANGED BACK TO Y EXCEPT IN THE FOLLOWING SITUATIONS: 1) THE FS ACPA SCREEN WAS CHANGED SINCE 10/31/00, OR 2) SFED WAS RUN (FOR THE CURRENT MONTH OR WITH DATES) AFTER 10/31/00. THIS WILL NOT CAUSE CLOSED FS CASES TO OPEN. DELOITTE IS CONTINUING TO WORK ON A SOLUTION TO THE PROBLEM. CODE BASED ON THIS C/E ASSIGNMENT, WHILE FOR INDIVIDUALS WHO WERE NEVER ASSIGNED A C/E FIELD, THE CONVERSION ASSIGNED THE FORMULA PROGRAM CODE. THUS, EFFECTIVE 11-27, ALL WTW PARTICIPANTS WILL HAVE THE APPROPRIATE WTW PROGRAM TYPE CODE ASSIGNED ON WPWT. IN ADDITION, THIS CONVERSION PROCESS WILL RESULT IN THE ELIMINATION OF THE C/E FIELDS FROM SCREENS WPEN, WPWC AND WPFN. STAFF SHOULD BE AWARE THAT THESE FIELDS WILL BE REMOVED FROM THESE SCREENS IN THE VERY NEAR FUTURE..

11 29 00 ***** DXRL DISPLAY BY DISPOSITIONS *****

A FIX HAS BEEN MADE TO THE STATUS PARAMETER FOR THE DXRL SCREEN. IT MOVED TO PRODUCTION ON 11/24. THIS PARAMETER ALLOWS WORKERS TO DISPLAY DISPOSITIONS WHICH HAVE A SPECIFIC WORKER ACTION STATUS. OPTIONS ARE O OR BLANK (THE DEFAULT) FOR OPEN DISPOSITIONS (WA OR CL STILL REQUIRE WORKER ACTION), P FOR PAST DUE (ALSO WA OR CL STATUS), C FOR COMPLETED (CO, NA, TP OR FR), OR A FOR ALL STATUSES. ALSO, THE CDX900RA REPORT WHICH PROVIDES A MONTHLY COUNT OF INCOMPLETE DISPOSITIONS BY COUNTY AND WORKER, HAS BEEN MODIFIED TO INCLUDE ONLY WA OR CL RECORDS AS INCOMPLETE, AND WILL BE AVAILABLE ON EOS FOR REVIEW.

11 29 00 ***** WORK PROGRAM CODING *****

A NEW QUESTION WILL DISPLAY ON SCREEN AFEQ. HAS ANYONE IN THE HOUSEHOLD BEEN PREVIOUSLY SANCTIONED FOR FOOD STAMP EMPLOYMENT TRAINING (FSET) AND NOW REQUESTING FOOD STAMP BENEFITS ? IF Y IS ENTERED AIWS WILL BE SCHEDULED IN THE DRIVER FLOW. THE WORKER SHOULD REVIEW AIWS AND MAKE SURE THAT THE SCREEN IS CORRECT AND DOESN'T NEED UPDATING.

FS RECIPIENTS WHO ARE RECEIVING OUTPATIENT DRUG REHABILITATION TREATMENT ARE EXEMPT FROM FSET PARTICIPATION. A NEW FIELD WILL DISPLAY ON SCREEN ANBC. OUPAT.DRUG/ALC TREATMENT. A Y RESPONSE WILL NOW EXEMPT THOSE INDIVIDUALS ON AIWP WITH AN EXEMPTION CODE OF DR.

CARETAKERS OF DISABLED OR INCAPACITATED INDIVIDUALS ARE EXEMPT FROM FSET. A NEW QUESTION WILL DISPLAY ON ANDI. IS A HH MEMBER NEEDED TO CARE FOR THIS PERSON? IF A Y IS ENTERED THEN THE NEW SL NUMBER FIELD MUST BE COMPLETED. (HIS/HER SL NUMBER) BY COMPLETING THIS QUESTION THE INDIVIDUAL WHOSE SHORT LIST NUMBER IS ENTERED WILL BE EXEMPTED FROM FSET, WITH AN EXEMPTION OF TA.

THE FOLLOWING CHANGES HAVE BEEN MADE ON AIWP, INSTEAD OF AN E (EXEMPT) REGISTRATION CODE, CMM PLACEMENTS SHOULD RESULT IN A DETERMINATION OF V-MP (VOLUNTARY- NEW SPECIAL CIRCUMSTANCE CODE OF MP-MINOR PARENT) AND CMC PLACEMENTS SHOULD RESULT IN A DETERMINATION OF V-CA (VOLUNTARY-CARING FOR A CHILD?).

11 30 00 ***** EWSSA WORKSHOPS *****

EWSSA IS SPONSORING WORKSHOPS ON DEC. 11,2000 AT CRYSTAL FALLS RESTUARANT IN NEW LONDON FROM 10:00 AM TO 3:00 PM. A SHORT BUSINESS MEETING WILL BE HELD PRIOR TO THE WORKSHOPS AND REGISTRATIONS WILL START AT 8:30 AM.

TRACK ONE IN THE AM WILL HAVE STEVE PLOESER, SYSTEMS ANALYST AND/OR JEFF ULANSKI, MA POLICY ANALYST, TALK ABOUT THE 2001 COLA MASS CHANGE, THE EOS REPORTS IT PRODUCES AND WHAT TO DO WITH THEM, FAMILYCARE AND THE MASS CHANGE, AND OTHER Q & A. TRACK ONE IN THE PM WILL HAVE CHARLES BILLINGS, FRAUD ANALYST, WHO WILL DISCUSS SAFEGUARDING OF FEDERAL TAX INFORMATION FROM IEVS ACCESSED VIA CARES DATA EXCHANGE. WHAT CAN WE KEEP IN OUR FILES? HOW SHOULD WE OBTAIN 3RD PARTY VERIFICATIONS? OTHER Q & A.

TRACK TWO WILL BE AN ALL DAY WORKSHOP ON MENTAL HEALTH ISSUES AND HOW THEY AFFECT PEOPLE THROUGHOUT THEIR LIFESPAN, INCLUDING THE 3 MOST PREVALENT MENTAL ILLNESSES STAFF COME INTO CONTACT WITH, THE SYMPTOMS, TREATMENT, COURT SYSTEM, EMERGENCY SERVICES, STABILIZATION FACILITIES, CSP AND AT-RISK ASSESSMENTS. IT WILL BE GIVEN BY WAUPACA DHS STAFF, KEVIN WILL MENTAL HEALTH SPECIALIST AND CARY OGDEN, PREVENTION SPECIALIST.(MAY QUALIFY AS 4 HRS OF CE'S FOR SOCIAL WORK CERTIFICATION)

TO REGISTER OR FOR MORE INFORMATION CONTACT JIM BESTUL BEFORE 12/6/00 AT SHAWANO CO DSS PHONE (715) 526-4741 OR FAX (715) 526-4759. INDICATE WHICH TRACK YOU WILL ATTEND. COST IS \$15 TO BE PAID AT THE DOOR AND COVERS CONTINENTAL BREAKFAST & LUNCH.

11 30 00

***** CLEARANCE PROBLEM FIX *****

WORKERS STATEWIDE EXPERIENCED A PROBLEM STARTING MONDAY WHEN ATTEMPTING TO ADD A PERSON TO AN EXISTING CASE. A PROGRAM CHANGE THAT WAS PROMOTED OVER THE WEEKEND IN THE CLIENT REG. SUBSYSTEM WAS ROLLED BACK WEDNESDAY NIGHT, UNTIL THE CAUSE OF THIS PROBLEM CAN BE PINPOINTED AND FIXED. YOU SHOULD NO LONGER BE EXPERIENCING THE "NOV 27TH" CLEARANCE PROBLEM WHEN ATTEMPTING TO ADD A NEW PERSON TO AN EXISTING CASE.

12 04 00 ***** COLA MASS CHANGE *****

COLA MASS CHANGE RAN OVER THE WEEKEND. EXTENSIVE REVIEW SHOWS THAT IT RAN SUCCESSFULLY. PLEASE REMEMBER TO REVIEW THE REPORTS ON EOS FOR THE CASES PROCESSED AND THE EXCEPTION CASES.

12 05 00 ***** CHILD CARE NOTES *****

THE FATAL ON CCAR HAS BEEN FIXED. WHEN TWO CONSECUTIVE WEEKS OF 0 HOUR ATTD ARE ENTERED ON CCAR FOR A SPECIAL NEEDS (MANUALLY CALCULATED) AUTH BASED ON ENROLLMENT, CCAR WILL NO LONGER FATAL.

PLEASE CONTACT OCC IF YOUR AGENCY HAS RECENTLY RECEIVED PROVIDER ATTD REPORT FORMS OR CHECKS RETURNED IN THE MAIL WITH POSTAGE DUE. CALL 608-266-9703.

OCC MAY BE CONTACTING YOUR AGENCY OR THE PROVIDER DIRECTLY IF THE IRS HAS IDENTIFIED THAT THE PROVIDER'S NAME AND TAX ID DID NOT MATCH ON THE 1099'S SENT IN 01/00 FOR THE TAX YEAR 1999.

12 06 00 ***** PERFORMANCE STANDARDS UPDATE *****

A NEW REPORT IS AVAILABLE ON EOS. IT LISTS ALL THE INDIVIDUALS COUNTED IN THE DENOMINATOR FOR THE EE PLACEMENT RATE. THE REPORT SHOWS IF THE PERSON HAS HAD AT LEAST ONE EE IN THE CONTRACT PERIOD, WAS A CARRY-IN TO THE CONTRACT PERIOD, AND THE CURRENT WORK PROGRAM SYSTEM STATUS CODE. YOU CAN FIND THE EE DENOMINATOR INDIVIDUALS REPORT ON EOS USING FORM NUMBER C534.

12 06 00 ***** PERSON ADD FIX *****

244 CASES THAT BECAME STUCK IN THE CLIENT REGISTRATION PROCESS EARLY LAST WEEK WHEN ATTEMPTING TO ADD A NEW PERSON ON TO AN EXISTING CASE WERE CHANGED TO PROCESS TYPE INDICATOR "I" YESTERDAY. YOU ARE NOW ABLE TO COMPLETE THESE CASES.

12 09 00 ***** CHILD CARE INFORMATION *****

THE ATTD REPORT FORMS MAILED ON FRIDAY 12/8/00 WERE PRINTED ON CANARY PAPER INSTEAD OF BUFF FOR THE ATTD PERIOD 11/26 TO 12/9. THIS WAS DONE TO TEST IF THE MAIL INSERT MACHINE COULD BETTER READ THE MARKS IN ORDER TO DECREASE INSERTING ERRORS. PLEASE NOTIFY THE CHILD CARE HELP DESK (OPTION #2) OF ANY MAILING-RELATED PROBLEMS.

CHILD CARE CHECKS AND EFT'S WILL BE DELAYED DUE TO THE CHRISTMAS AND NEW YEAR HOLIDAYS. CHECKS WILL BE MAILED ON 12/26/00 AND 1/2/01. EFT'S WILL BE DEPOSITED IN BANK ACCOUNTS ON 12/27/00 AND 1/3/01.

12 11 00 ***** DUPLICATE ATTENDANCE REPORTS *****

CHILD CARE ATTENDANCE REPORT FORMS MAILED OUT FRIDAY 12/8 PROBABLY INCLUDED A RELATIVELY SMALL NUMBER OF DUPLICATE FORMS SENT IN SEPARATE ENVELOPES. PLEASE ADVISE PROVIDERS WHO MIGHT CALL TO REPORT THEY RECEIVED DOUBLES TO VERIFY THAT THEY ARE IDENTICAL AND, IF SO, THEY MAY DISCARD ONE. ANY OTHER MAIL-RELATED PROBLEMS SHOULD BE REPORTED TO THE CHILD CARE HELP DESK AT CALL CENTER OPTION #2. THANK YOU.

12 12 00 **** DECEMBER CUTOFF DATE ****

THIS IS A REMINDER THAT ADVERSE ACTION WILL BE ON FRIDAY, DEC. 17, 2000. THIS IS THE DATE SHOWN ON TBIC AND THE BATCH CALENDAR.

12 13 00 **** PAC JOB OPENING ****

AN APPLICANT JOB POOL IS BEING CREATED FOR PAYMENT ACCURACY CONSULTANT (PAC) JOB OPENINGS. CURRENTLY AN OPENING EXISTS FOR A LEAD PAYMENT ACCURACY CONSULTANT. THIS POSITION WILL BE LOCATED IN MADISON AND MAY INCLUDE EXTENSIVE STATEWIDE TRAVEL. THE PAC PROJECT IS A COLLABORATIVE EFFORT BETWEEN UW-OSHKOSH AND THE OFFICE OF FOOD STAMPS AND MA. THE EMPLOYER IS UW-OSHKOSH CCDET. TO OBTAIN THE JOB ANNOUNCEMENT SEND AN E-MAIL TO JJASTROW@EXECPC.COM OR CALL 414-329-3651. DEADLINE IS 12/31/00.

12 14 00 **** URGENT MESSAGE REGARDING QUEST CARD ISSUANCE ****

CSI-NEVADA RAN OUT OF QUEST CARD STOCK AND WILL NOT BE ABLE TO PRODUCE AND MAIL QUEST CARDS UNTIL SATURDAY, DECEMBER 16, 2000. ALL CARDS REQUESTED ON FRIDAY, DECEMBER 8TH AND MONDAY, DECEMBER 11TH THROUGH FRIDAY, DECEMBER 15TH WILL NOT BE PRODUCED AND MAILED UNTIL SATURDAY, 12/16. YOUR AGENCY MAY WANT TO ISSUE TEMPORARY WISCONSIN QUEST CARDS FOR EXPEDITED CASES CONFIRMED TODAY OR TOMORROW OR FOR CLIENTS REQUESTING EMERGENCY CARD REPLACEMENTS.

CSI CUSTOMER SERVICE HAS BEEN NOTIFIED. THEY WILL INFORM CUSTOMERS WITH CARDS ISSUED 12/8 THOUGH 12/15 WHO CALL TO REPORT THAT THEY DID NOT RECEIVE THEIR QUEST CARD IN THE MAIL THAT THERE WAS A DELAY IN CARDMESSAGE DESCRIPTION ISSUANCE AND ALL CARDS FOR THIS PERIOD WILL BE PRODUCED ON SATURDAY, 12/16. CSI CUSTOMER SERVICE WILL NOT STATUS THE CARDS AND WILL PROVIDE THE USUAL INSTRUCTIONS THAT THE CARD WILL BE RECEIVED IN 3-7 BUSINESS DAYS. IF THE CUSTOMERS STATE THAT THEY CANNOT WAIT THAT LONG, THEY WILL BE DIRECTED TO THE LOCAL AGENCY TO REQUEST A TEMPORARY QUEST CARD. THEY WILL BE INFORMED THAT THE LOCAL OFFICE MAY DECIDE NOT TO ISSUE A TEMPORARY VAULT CARD IF THEIR SITUATION DOESN'T MEET THE LOCAL OFFICE'S DEFINITION OF AN EMERGENCY.

IF YOU ISSUE A TEMPORARY QUEST CARD REPLACEMENT FOR THIS PERIOD, INFORM THE CUSTOMER THAT S/HE WILL RECEIVE TWO QUEST CARDS IN THE MAIL. ONE IS A STATUS CARD THAT WILL NOT WORK AND THE OTHER CARD WILL NEED TO BE PINNED. THEY SHOULD CONTACT CSI CUSTOMER SERVICE TO DETERMINE WHICH CARD WILL BE USABLE.

12 15 00 ***** MESSAGE REGARDING QUEST CARD ISSUANCE *****

WE WERE NOTIFIED BY CSI LATE ON THURSDAY THAT CSI-NEVADA RECEIVED QUEST CARD STOCK AND WILL BE ABLE TO PRODUCE ALL THE CARDS REQUESTS BACK TO 12/8/00. EBT STAFF WILL HAVE A CONFERENCE CALL WITH CSI ON FRIDAY TO VERIFY THAT THE BACKLOG OF CARD REQUESTS WERE PROCESSED AND MAILED.

12 15 00 **** CALL CENTER CLOSURE TODAY ****

THE CAES CALL CENTER WILL BE CLOSED TODAY AFTER 2:00PM BECAUSE OF A MEETING ALL CALL CENTER STAFF MUST ATTEND.

12 16 00 **** CBT COURSES FIXED ****

THE LEARNINGSPLACE COURSE CBTS INTRODUCTION TO CARES AND FOOD STAMP ERROR REDUCTION HAVE BEEN FIXED AND ARE NOW AVAILABLE AGAIN.

**** QC TIP OF THE WEEK ****

CLARIFICATION OF QC TIP FROM 11/22/00: STUDENTS WITH EARNED INCOME MUST HAVE VERIFICATION OF SCHOOL ENROLLMENT IN THE CASE FILE AND ON CARES SCREEN ANSE. IN ORDER FOR THEIR INCOME TO BE CONSIDERED EXEMPT, THE STUDENT ENROLLMENT STATUS MUST BE VERIFIED.

12 16 00 **** CHILD CARE FIXES AND ENHANCEMENTS ****

TCMX HAS BEEN UPDATED TO DISPLAY THE COUNTY/TRIBAL MAX DAY CARE RATES FOR 2001. YOU CAN VIEW THE TABLE BY ENTERING THE EFFECTIVE DATE 12/31/00. PLEASE REVIEW THE RATES FOR YOUR COUNTY.

A NEW EDIT WILL APPEAR ON CCAS AND CCRP WHEN THE AGES SERVED OR RATE EFF BEGIN DATE IS GREATER THAN THE CATEGORY DATE OR IF THE AGES SERVED AND RATE EFF END DATE IS LESS THAN THE CATEGORY EFF END DATE. THIS EDIT IS INTENDED TO ENSURE THAT THE AGES SERVED AND RATES ENTERED FOR EACH CATEGORY EFF DATE WILL SPAN THE CATEGORY EFF DATES WHEN APPROPRIATE.

CCAP WILL NO LONGER DISPLAY THE CHILD TWICE WHEN THE ATTENDANCE FOR ONE WEEK ON CCAR HAS BEEN CHANGED.

THE EOS REPORT CC23 CHILD CARE DIRECTORY HAS BEEN CORRECTED TO SHOW PROVIDERS WHO HAVE BEEN ACTIVE DURING THE REPORT PERIOD. THE REPORT WILL RUN MONTHLY AFTER THE EOM CYCLE INSTEAD OF THE WEEKLY CCS CYCLE.

CCHA NOW DISPLAY A Z IN THE TERM FIELD WHEN AN AUTH HAS BEEN ENDED DUE TO TWO CONSECUTIVE WEEKS OF ZERO ATTENDANCE.

THE FATAL ON CCAC HAS BEEN FIXED. THE FATAL OCCURRED WHEN TWO WORKERS PRESSED ENTER ON CCAC AT THE SAME TIME. NOW WHEN THIS OCCURS, AN ERROR MSG "CONCURRENT UPDATE, PLEASE TRY LATER" WILL APPEAR. PF12 OFF OF CCAC AND TRAN BACK TO RE-ENTER THE AUTH.

THERE IS NO LONGER AN EDIT ON CCAA WHICH WOULD PREVENT CHILD CARE CHECKS BEING SENT TO A STATE OTHER THAN WI, MI, IA, MN OR IL.

12 19 00 THE QUARTERLY PREVIEW FOR 1ST QUARTER 2001 HAS BEEN PUBLISHED ON THE EXTRANET. YOU CAN VIEW IT AT: [HTTP://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM](http://workweb.dwd.state.wi.us/des/trainsec.htm)

12 19 00 **** PERSONAL NEEDS ALLOWANCE CORRECTION ****

DUE TO MULTIPLE INTERPRETATIONS OF STATE LEGISLATION, WE MISTAKENLY CHANGED THE PERSONAL NEEDS ALLOWANCE FOR INDIVIDUALS IN AN INSTITUTION FROM \$40.00 TO \$45.00 WITH THE COLA MASS CHANGE WHICH OCCURRED ON THE WEEKEND OF DECEMBER 2ND. THE PERSONAL NEEDS ALLOWANCE CHANGE WAS NOT SUPPOSED TO GO INTO EFFECT UNTIL JULY 01, 2001. WE HAVE CORRECTED THE TABLE VALUE ACCESSED BY EDBC AND WE ADDED ALL OPEN MEDICAID INSTITUTION ASSISTANCE GROUPS TO THE NORMAL BATCH EDBC RUN AT ADVERSE ACTION WHICH RAN THIS PAST WEEKEND.

12 21 00 **** ATTENDANCE REPORT FORMS ****

PLEASE CONTACT OCC AT 608-261-4580 IF A PROVIDER HAS INDICATED THAT THEY DID NOT RECEIVE THEIR ATTENDANCE REPORT FORM OR IF THEY DID NOT RECEIVE ALL OF THE PAGES. THIS CONTACT WILL HELP OCC DETERMINE IF THERE IS A PROBLEM WITH HOW THE ATTENDANCE REPORT FORMS ARE PROCESSED FOR MAILING.

THE CHILD CARE ATTENDANCE REPORT FORMS WILL BE PRINTED ON CANARY RATHER THAN BUFF COLORED PAPER ON 12/22/00 AS A TEST TO SEE IF THE MACHINE USED FOR INSERTING/MAILING CAN PROCESS THE READ MARKS MORE EFFECTIVELY WITH THE A DIFFERENT COLOR OF PAPER.

12 21 00

**** EBT UPDATE ****

AS OF 12/18/00, ALL EBT BENEFITS CONVERTED TO COUPONS WILL BE ISSUED AS CERTIFIED MAIL, INSTEAD OF REGULAR MAIL.

**** PRO SHOP ****

THE DECEMBER 2000 PROSHOP HAS BEEN PUBLISHED. CHECK US OUT ON THE BFS TRAINING SECTION WEBPAGE.

12 23 00 **** PERFORMANCE STANDARDS REMINDER ****

PLEASE NOTE THAT THE LAST DAY FOR ENTERING PERFORMANCE STANDARDS INFORMATION INTO CARES FOR CALENDAR YEAR 2000 IS DECEMBER 29, 2000.

12 29 00 *** CARES REPORTING CLARIFICATION ***

THE DXBM OF 12/23 REGARDING PERFORMANCE STANDARDS REPORTING WAS NOT CLEAR. THE INTENT OF THE MESSAGE WAS TO INFORM AGENCIES THAT BECAUSE CARES WILL NOT BE AVAILABLE ON SATURDAY, 12/30/00, THAT THE FINAL EFFECTIVE DATE OF REPORTING FOR THE RIGHT OF FIRST SELECTION WILL BE 12/29/2000. PERFORMANCE STANDARDS REPORTS ALWAYS HAVE AN EFFECTIVE DATE ON THE FINAL WORKING DAY OF THE MONTH (THAT CARES IS UP). HOWEVER, AGENCIES WILL HAVE THE ENTIRE MONTH OF JANUARY 2001 TO MAKE CARES ENTRIES FOR ACTIVITIES THAT ACTUALLY BEGAN ON OR BEFORE 12/29/2000 BUT WERE NOT OR COULD NOT BE REPORTED UNTIL JANUARY. EXAMPLES OF ACCEPTABLE LATE REPORTING ARE NEW ENTERED EMPLOYMENT, WHERE START DATES OCCURRED IN DECEMBER AND WERE NOT REPORTED BY THE PARTICIPANT UNTIL JANUARY, OR FOLLOW-THROUGHS DUE IN LATE DECEMBER AND NOT COMPLETED UNTIL JANUARY.

HOWEVER, THE STATUS OF EMPLOYABILITY PLANS (CURRENT AND PRINTED) ON 12/29/00 IS FINAL AND WHAT EXISTS AS A VALID PLAN CREATED ON OR BEFORE 12/29/2000 IS THE ONE THAT WILL BE USED IN THE FULL & APPROPRIATE PERFORMANCE STANDARD. NO BACKDATING OF AN EP WILL BE CONSIDERED.

NOTE: AGENCIES WILL STILL HAVE AN OPPORTUNITY TO BACKDATE INTO 2000 AFTER 1/31/01, BUT THIS INFORMATION IS NOT CONSIDERED IN THE RIGHT OF FIRST SELECTION MEASURE. THIS INFORMATION WILL COUNT FOR THE OVERALL CONTRACT ACHIEVEMENT. ABSOLUTELY NO BACKDATING TO ANY POINT BEFORE 1/1/2000 IS ALLOWED.

-----2001 DXBM's-----

01 03 01 **** 2001 AUTHS AND PAYMENTS ****

THE CHILD CARE AUTH MASS CHANGE RAN ON 12/30/00. ALL CHILD CARE AUTHS SPANNING 12/30/00 WERE RECALCULATED USING THE 2001 COUNTY MAX RATES AND THE PROVIDER RATES THAT BECAME EFF 12/31/00. THE FAMILIES WILL RECEIVE THE REGULAR AUTH NOTICE. PROVIDERS WILL RECEIVE THE REPORT STYLE AUTH NOTICE. THE PROVIDER NOTICE CAN NOT BE SEEN ON CNHD - IT CAN BE VIEWED IN EOS REPORT CN07.

THE CHILD CARE PROVIDER PAYMENT AMOUNT PRODUCED ON 1/2/01 WILL BE INCLUDED IN THE 1099 FOR TAX YEAR 2001. EXCEPT FOR 1099 PURPOSES, THE ISSUANCES PRODUCED DURING THE 12/30/00 BATCH JOB WILL BE CONSIDERED AS YEAR 2000 PAYMENTS EVEN THOUGH THE CHECKS AND EFT NOTICES WILL BE DATED 1/3/01.

01 05 01 THE PRINTING AND MAILING OF THE ANNUAL CHILD CARE RATE CHANGE REPORTS TO CHILD CARE PROVIDERS ON TUESDAY JANUARY 2 WAS APPARENTLY NOT COMPLETE, I.E., NOTICES WERE NOT SENT TO ALL PROVIDERS. ANOTHER FULL MAILING WAS DONE ON THURSDAY JANUARY 4. IF PROVIDERS SHOULD INQUIRE, THEY SHOULD BE TOLD TO CONSIDER THE 1/4 MAILING AS THE "OFFICIAL" NOTICE.

01 06 01 THE JOB TRAINING PARTNERSHIP ACT (JTPA) HAS BEEN REPLACED BY THE WORKFORCE INVESTMENT ACT (WIA). THIS INCOME IS GENERALLY EXEMPT FOR FS. REFERENCES TO JTPA IN THE FOOD STAMP HANDBOOK APP. 12.3.12 AND IN CARES WILL BE REPLACED WITH WIA. REFERENCE TABLE TEMP ACCESSED FROM SCREEN AFEI NOW HAS THE CODE "I" FOR WIA. REFERENCE TABLE TEDC ACCESSED FROM SCREEN ANSE NOW HAS "WI" FOR WIA. ON AFEI, YOU WILL NO LONGER BE ABLE TO ENTER EMPLOYMENT TYPE "J". ON ANSE YOU WILL NO LONGER BE ABLE TO ENTER THE TYPE OF EDUCATIONAL INSTITUTION AS JT. PLEASE CHANGE THE OLD CODES TO THE NEW CODES THE NEXT TIME YOU UPDATE SCREENS AFEI AND ANSE FOR THESES CASES.

01 09 01 *** CBT COURSES HAVE EXPIRED ON FRIDAY, 1/5/01 ***

THE FOLLOWING COURSE CODES HAVE EXPIRED - CHILD SUPPORT PROGRAM OVERVIEW - 0030, FOOD STAMP ERROR REDUCTION - 0041, AND INTRODUCTION TO CARES - 0032. IF YOU WOULD LIKE TO ENROLL IN ANY OF THESE COURSES, PLEASE USE THE NEW COURSE CODES: CHILD SUPPORT PROGRAM OVERVIEW - 0110, FOOD STAMP ERROR REDUCTION - 0111 AND INTRODUCTION TO CARES - 0112 IF YOU ARE IN THE MIDDLE OF A COURSE AND WOULD LIKE TO COMPLETE IT, PLEASE CALL MARK SCHMITT AT 920-424-5660

TO REQUEST AN EXTENSION.

01 10 01 **** ANNUAL CHILD CARE REPORT IN EOS ****

A CHILD CARE MANAGEMENT REPORT (REPORT CCC171RA) COVERING CALENDAR YEAR 2000 IS NOW AVAILABLE IN EOS. COUNTIES/TRIBES FREQUENTLY REFER TO THESE YEARLY REPORTS WHEN PREPARING ANNUAL REPORTS TO THEIR BOARDS SUMMARIZING ACTIVITIES BY PROGRAM. UNDUPLICATED COUNTS OF FAMILIES AND CHILDREN SERVED, ALONG WITH TOTAL ANNUAL PAYMENTS, ARE INCLUDED. QUESTIONS REGARDING THE INFORMATION IN THIS REPORT CAN BE DIRECTED TO THE CALL CENTER'S CHILD CARE HELP DESK, OPTION #2.

01 11 01 MONDAY, JANUARY 15, 2001 IS MARTIN LUTHER KING JR. DAY AND IS A LEGAL HOLIDAY FOR STATE WORKERS; THEREFORE, THE DES CARES/POLICY CALL CENTER, CHILD CARE CALL CENTER, AND SECURITY HELP DESK WILL BE CLOSED THAT DAY.

01 11 01 **** MEDICAID HMO CHANGES ****

EFFECTIVE FEBRUARY 1, 2001, HUMANA WILL TRANSFER ITS MEDICAID LINE OF BUSINESS TO MANAGED HEALTH SERVICES. MOST OF HUMANA CARE PROVIDERS WILL BECOME ASSOCIATED WITH MANAGED HEALTH SERVICES HMO. THIS MEANS THAT ABOUT 43,000 RECIPIENTS IN KENOSHA, MILWAUKEE, RACINE, ROCK, WASHINGTON AND WAUKESHA WILL BE TRANSFERRED FROM HUMANA TO MANAGED HEALTH SERVICES EFFECTIVE 2/1/01, UNLESS THEY CHOOSE ANOTHER HMO. ALL OF THESE AREAS WILL REMAIN MANDATORY ENROLLMENT AREAS BECAUSE THEY ARE SERVED BY TWO OR MORE HMOS. CLIENTS HAVE ALREADY BEEN NOTIFIED THAT THIS CHANGE IS OCCURRING AND THAT THEY CAN CHOOSE A DIFFERENT HMO, IF THEY WISH. IF CLIENTS HAVE ANY QUESTIONS ABOUT THIS CHANGE OR ABOUT MANAGED CARE IN GENERAL THEY SHOULD THE CALL THE ENROLLMENT SPECIALISTS AT 1-800-291-2002.

01 12 01 **** EDS CLOSED ON MARTIN LUTHER KING JR. DAY ****

EDS WILL BE CLOSED ON MARTIN LUTHER KING JR. DAY, 01/15/01. THIS MEANS THAT ELIGIBILITY UPDATES THAT EDS NORMALLY PROCESS ON MONDAY WILL BE DONE ON TUESDAY NIGHT AND SHOULD APPEAR ON EDS NET ON WEDNESDAY. THE RECIPIENT HOTLINE IS ALSO CLOSED, SO CLIENTS THAT NEED A REPLACEMENT FORWARD ID CARD NEED TO WAIT UNTIL TUESDAY TO CALL. EDSNET WILL BE AVAILABLE.

01 12 01 **** CARES AND SATURDAY AVAILABILITY ****

THE MONTHLY CARES PRODUCTION CALENDAR INDICATES WHICH DAYS CARES WILL BE AVAILABLE TO LOCAL AGENCIES. CARES WILL BE AVAILABLE FROM 7 A.M. UNTIL THE TIME INDICATED ON THE PRODUCTION CALENDAR UNLESS OTHERWISE INDICATED. OCCASIONALLY, CIRCUMSTANCES MAY PREVENT CARES FROM COMING UP AS SCHEDULED. IF LOCAL AGENCY STAFF ARE WORKING ON SATURDAYS AND CARES IS NOT AVAILABLE AS INDICATED ON THE PRODUCTION CALENDAR, INFORMATION REGARDING WHEN CARES WILL BE AVAILABLE CAN BE OBTAINED BY CALLING CPS SYSTEM SUPPORT AT (608) 266-8160. THIS NUMBER IS TO BE USED ONLY IN THIS SPECIFIC SET OF CIRCUMSTANCES. IF CARES ACCESS IS A PROBLEM MONDAY THROUGH FRIDAY, THE AGENCY WILL OBTAIN CARES AVAILABILITY INFORMATION BY CONTACTING THE DWD SERVICE DESK AT (608) 266-7252.

01 13 01 **** CHILD CARE CHECKS DELAY ****

DUE TO THE DR. MARTIN LUTHER KING HOLIDAY ON MONDAY, JANUARY 15, 2001, CHILD CARE CHECKS WILL NOT BE MAILED UNTIL TUESDAY, JANUARY 16TH. EFT'S WILL BE DEPOSITED ONE DAY LATER THAN USUAL ON WEDNESDAY, JANUARY 17TH.

****REMINDER ****

MONDAY, JANUARY 15, 2001 IS MARTIN LUTHER KING JR. DAY AND IS A LEGAL HOLIDAY FOR STATE WORKERS; THEREFORE, THE DES CARES/POLICY CALL CENTER, CHILD CARE CALL CENTER, AND SECURITY HELP DESK WILL BE CLOSED THAT DAY.

01 17 01 **** SSP AND FEP RECOGNITION DAY ****

MONDAY, JANUARY 29TH IS ES AND W-2 SPECIALISTS DAY. THE PROCLAMATION SHOULD BE MAILED OUT SOON TO EACH AGENCY. PLEASE MAKE SURE TO HANG THE PROCLAMATION IN A PROMINENT LOCATION AND RECOGNIZE THE EFFORTS OF THE ES AND W-2 WORKERS IN YOUR AGENCY.

01 18 01 ***** QC TIP OF THE WEEK *****

WHEN COMPLETING A REVIEW, CHANGE THE EFFECTIVE MMYR ON EACH ACPA SCREEN. CHANGE THE OVERRIDE DATE OF THE PROGRAMS THEY ARE REQUESTING ASSISTANCE IN TO THE DATE YOU ARE COMPLETING THE REVIEW. THIS PROCESS DOCUMENTS THAT YOU HAVE ASKED YOUR CUSTOMER IF HE/SHE WANTS TO APPLY FOR EACH PROGRAM OF ASSISTANCE ON THE ACPA SCREENS.

01 20 01 **** WP SELECTION USING 'X' OR 'S' ****

EFFECTIVE 01/22/01 ALL WORK PROGRAM LISTING SCREENS THAT CURRENTLY ALLOW THE USER TO SELECT AN INDIVIDUAL FROM THE LIST USING AN "X" WILL NOW ALSO ALLOW THE SELECTING OF THE INDIVIDUAL USING AN "S". ALL LISTING SCREENS SUCH AS WPFL, WPML ETC. WILL ALLOW THE USE OF EITHER "X" OR "S".

01 24 01 **** PROVIDER 1099'S ****

THE 1099'S HAVE BEEN MAILED TO CHILD CARE PROVIDERS ON 1/23/01. IF A PROVIDER DOES NOT RECEIVE A 1099 AND THE PROVIDER IS A NON CORPORATION THAT RECEIVED AT LEAST \$600.00 DURING THE YEAR 2000, CONTACT THE CHILD CARE HELP DESK AT 608-261-4580 IN ORDER TO REQUEST A RESEND OF THE 1099.

01 25 01 **** REMINDER ****

DUE TO MULTIPLE INTERPRETATIONS OF STATE LEGISLATION, WE MISTAKENLY CHANGED THE PERSONAL NEEDS ALLOWANCE FOR INDIVIDUALS IN AN INSTITUTION FROM \$40.00 TO \$45.00 WITH THE COLA MASS CHANGE WHICH OCCURRED ON THE WEEKEND OF DECEMBER 2ND. THIS CHANGE WAS NOT SUPPOSED TO GO INTO EFFECT UNTIL JULY 01, 2001. WE ADDED ALL OPEN MEDICAID INSTITUTION AGS TO THE NORMAL BATCH EDBC RUN AT ADVERSE ACTION WHICH RAN MID DECEMBER. THE PROBLEM WAS CORRECTED ON CARES FOR CASES WHOSE ELIGIBILITY WAS INCORRECTLY DETERMINED USING THE \$45.00 AMOUNT. THERE IS NO NEED TO SUBMIT A 3070 TO CORRECT THIS.

THE NEW VERSION OF THE MA HANDBOOK INCORRECTLY SHOWS MESSAGE DESCRIPTION THE IMPLEMENTATION DATE OF JAN 1, 2001 INSTEAD OF JULY 1, 2001. PLEASE NOTE THIS IN FOLLOWING PLACES IN YOUR MA HANDBOOK

INSTITUTIONS UNIT PAGE 4 #9;
INSTITUTIONS UNIT PAGE 7 #26;
APPENDIX 10.6.2 PAGE 6;
APPENDIX 23.6.0 PAGE 9 #2

01 26 01 **** RETROACTIVE PATIENT LIABILITY CHANGE POLICY FOR MEDICAID NH CASES ****

THIS IS A REMINDER THAT CHANGES THAT RESULT IN AN INCREASE IN THE COST OF CARE CONTRIBUTION (PATIENT LIABILITY) MUST BE PROCESSED USING CARES AND WILL FOLLOW ADVERSE ACTION LOGIC. IF AN EXCEPTION EXISTS, THE INCREASE MAY BE SENT TO EDS VIA MANUAL 3070. A NOTE IN THE COMMENTS SECTION OF THE 3070 SHOULD INDICATE 'RETRO LIABILITY INCREASE OVERRIDE'. IF EDS RECEIVES A 3070 WITHOUT THE OVERRIDE STATEMENT IN THE COMMENTS SECTION, THE 3070 WILL BE RETURNED TO THE WORKER AND NOT UPDATED ON MMIS. ALL RETROACTIVE DECREASES IN LIABILITY MUST BE ENTERED INTO CARES AND RUN WITH DATES. DECREASES IN LIABILITY ARE ALWAYS EFFECTIVE THE 1ST OF THE MONTH IN WHICH THE DECREASE IN INCOME OCCURS OR IS REPORTED, WHICHEVER IS LATER. DO NOT SEND 3070S TO EDS FOR LIABILITY DECREASES. PROCESS THEM THROUGH CARES. REFERENCE: MA HANDBOOK APPENDIX 10.0.0. AN OPS MEMO WILL SOON FOLLOW WITH MORE DETAILED INFORMATION.

01/26/01 **** DATA EXCHANGE ANNUAL REPORTS ****

DATA EXCHANGE ANNUAL STATISTICAL REPORTS WHICH RAN AT YEAR END ARE NOW ON EOS FOR REVIEW. THESE REPORTS PROVIDE INFORMATION ON THE VARIOUS MATCHES. CD90 IS THE WORKER ACTION OVERDUE REPORT; CD91 IS THE SOURCE ACTION OVERDUE REPORT; CD92 ARE THE IEVS REVIEW STATISTICS; CD94 IS THE IES SAVINGS AND CD95 IS THE FEDERAL SUMMARY.

01 27 01 **** PROCLAMATION ****

THE GOVERNOR HAS OFFICIALLY PROCLAIMED MONDAY, JANUARY 29, 2001 AS ECONOMIC SUPPORT AND WISCONSIN WORKS SPECIALISTS DAY. THE PROCLAMATION IS PARTICULARLY IMPORTANT AS THE GOVERNOR ACKNOWLEDGES LOCAL AGENCY STAFF WHO HAVE BEEN INSTRUMENTAL IN HELPING MAKE WISCONSIN'S WELFARE REFORM A SUCCESS. YOUR EFFORTS TO HELP MAKE LOW-INCOME FAMILIES BECOME ECONOMICALLY SELF-SUFFICIENT HAVE RESULTED IN THE DECREASE OF THOUSANDS FROM THE WELFARE ROLLS IN WISCONSIN. THANK YOU AND CONGRATULATIONS.

01 27 01 **** CHILD CARE FIXES ****

THE PERFORMANCE TIME ON CCAR HAS BEEN IMPROVED BY REDUCING AND CHANGING THE SORT CRITERIA. SEE BWSP OPS MEMO 01-04 FOR MORE INFORMATION ON THE NEW SORTS.

ALERT 216 WAS GENERATED FOR INDIVIDUALS WITHOUT SSN'S IN THE HOUSEHOLD BUT NOT IN THE CHILD CARE AG. ALERT 216 WILL NO LONGER BE GENERATED IN THIS INSTANCE.

THE FATAL ON CCAS HAS BEEN FIXED. EDITS HAVE BEEN CHANGED TO PROTECT THE 'FROM AGE' FIELD ON CCAS SO IT CANNOT BE CHANGED.

THE EOS REPORTS CHILD CARE 0 TO 60% UTILIZATION (CC22) AND CHILD CARE 0 TO 60% UTILIZATION FOR MILWAUKEE CC50) HAVE BEEN FIXED TO ONLY INCLUDE CHILDREN WHOSE ACTUAL ATTENDANCE HAS BEEN 60% OR LESS THAN THE AUTHORIZED HOURS FOR AT LEAST 3 WEEKS OF THE 6 WEEK REPORT PERIOD. THE SORT ON CC50 HAS BEEN CORRECTED AS WELL.

01 27 01 **** DATA EXCHANGE FIXES AND CHANGES ****

THESE CHANGES WILL MOVE TO PRODUCTION ON 01/26/01.

DXRL - AN ADDITIONAL STATUS PARAMETER HAS BEEN ADDED FOR THE DXRL SCREEN. THE NEW PARAMETER, R, ALLOWS WORKERS TO DISPLAY DISPOSITIONS WHICH HAVE A REFERRAL STATUS OF EITHER TP OR FR. OTHER OPTIONS ARE O OR BLANK (THE DEFAULT) FOR OPEN DISPOSITIONS (I.E. WA OR CL WHICH STILL REQUIRE WORKER ACTION); P FOR PAST DUE (ALSO WA OR CL STATUS); C FOR COMPLETED (CO, NA, TP OR FR); OR A FOR ALL STATUSES.

DXSX - WE MADE A MODIFICATION TO THE DXSX SCREEN TO INCLUDE THE SSI TRANSACTION CODE IN THE LOWER RIGHT CORNER. THIS CODE WILL HELP FURTHER EXPLAIN THE INDIVIDUAL'S SSI BENEFIT STATUS. THE NEW REFERENCE TABLE EXPLAINING THE SSI TRANSACTION CODES IS TDTC.

SSI MATCHES: WE RECEIVED A REPORT OF 058 ALERTS BEING CREATED FOR SSI RECIPIENTS EVEN THOUGH THEY HAD AN X VERIFICATION CODE ON ANID. THIS PROBLEM HAS BEEN FIXED

01 30 01 **** CHECK STUFFER ****

A STUFFER IS BEING ENCLOSED WITH ALL W-2 FEBRUARY CHECKS THAT WILL BE MAILED JANUARY 30, 2001. THE STUFFER HELPS W-2 FAMILIES PLAN AHEAD BY LETTING THEM KNOW THAT THEIR MARCH CHECKS WILL ARRIVE A DAY LATER THAN USUAL. IT ALSO PROMOTES THE USE OF ELECTRONIC FUNDS TRANSFER (EFT) AS A BETTER WAY FOR THEM TO RECEIVE THEIR W-2 PAYMENT THAN RECEIVING A CHECK IN THE MAIL. W-2 CLIENTS ARE ENCOURAGED TO TALK TO THEIR CASEWORKER TO GET AN EFT ACCOUNT SET UP. OPERATIONS MEMO 00-90, "W-2 PAYMENTS USING EFT," ADDRESSES EFT ISSUES.

01 31 01 ***** QC TIP OF THE WEEK *****

QA IS FINDING MANY ERRORS ON NEGATIVE REVIEWS BECAUSE ANBC IS NOT CODED "Y" FOR TANF SERVICES. REMEMBER TO GO BACK TO ANBC AFTER DETERMINING ELIGIBILITY FOR W-2 SERVICES, C-SUPP OR CHILD CARE AND BEFORE CONFIRMING, TO CHANGE THE 'N' TO 'Y'. RE-RUN SFED SO FOOD STAMPS ARE CALCULATED CORRECTLY BASED ON CATEGORICAL ELIGIBILITY. ALSO REMEMBER TO DO THE REVERSE WHEN TANF SERVICES END.

02 02 01 **** ETN FOR PROSPECTIVE BUDGETING ****

THE OFFICE OF FOOD STAMPS AND MEDICAL ASSISTANCE WILL HOST AN ETN ON 02/20 FROM 10:00 - 11:50 TO FOLLOW UP ON THE RELEASE OF OPS MEMO 01-01 'PROSPECTIVE BUDGETING'. OFSMA POLICY ANALYSTS AND CALL CENTER STAFF WILL BE AVAILABLE TO RESPOND TO QUESTIONS FROM AGENCY STAFF REGARDING THE PROSPECTIVE BUDGETING POLICY. PLEASE EMAIL YOUR QUESTIONS

TO JEFF BRIKOWSKI AT BRIKOJE@DWD.STATE.WI.US BY 02/13. YOU WILL BE RECEIVING THE ETN ANNOUNCEMENT IN YOUR AGENCY SOON.

02 06 01 **** FS FIRST-AID KIT PAGE MIXUP ****

PAGE 3-4 OF THE NON-FINANCIAL SECTION IS LOCATED IN THE CASE MANAGEMENT SECTION AND PAGE 3-4 OF THE CASE MANAGEMENT SECTION IS LOCATED IN THE NON-FINANCIAL SECTION. PLEASE INSERT THESE PAGES IN THEIR PROPER LOCATION.

02 07 01 *****QC TIP OF THE WEEK*****

USE FRONT END VERIFICATION AS A TOOL FOR ERROR REDUCTION. IF INFORMATION GIVEN DURING AN APPLICATION INTERVIEW IS QUESTIONABLE OR FITS THE ERROR-PRONE PROFILE OF YOUR AGENCY, REFER THE CASE FOR FRONT END VERIFICATION. USE THE SAME PROCESS IF INFORMATION ON A REPORTED CHANGE IS QUESTIONABLE. REMEMBER, CLIENT ERRORS ARE CALCULATED AS PART OF WISCONSIN'S ERROR RATE.

02 08 01 **** PROVIDER CHECK APPEARANCE ****

CHILD CARE PROVIDERS PAYMENT CHECKS WILL NOW BE PRINTED ON LARGER CHECK STOCK TO HELP ALLEVIATE PRINTING PROBLEMS. THE CHECK SIZE WILL BE A STANDARD 8 1/2 X 11" AND WILL CONTAIN THE SAME INFORMATION AS BEFORE.

02 14 01 **** USE OF 3070S ****

IN ALMOST ALL CASES CARES WILL SEND A MEDICAID ELIGIBILITY CERTIFICATION TO MMIS PROMPTLY AND PROPERLY. IF IT IS NECESSARY TO SEND A MANUAL 3070 CERTIFICATION FORM TO EDS, PLEASE SEND IT TO EDS, 6406 BRIDGE ROAD, MADISON, WI 53716, ATTENTION: 3070S.

SENDING 3070S TO EDS VIA FAX IS DISCOURAGED. IF YOU MUST FAX, PLEASE REFRAIN FROM DUPLICATING YOUR EFFORTS AS WELL AS EDS'S BY FAXING AND THEN MAILING THE SAME FORM. AND REMEMBER TO USE CARES FIRST.

02 16 01 **** HELP DESK CLOSURES ****

THE CARES CALL CENTER AND THE SECURITY HELP DESK WILL BE CLOSE ON FRIDAY, FEBRUARY 16TH FROM 9:45- 12:15 FOR A MEETING REGARDING THE RECENT REORGANIZATION. SORRY FOR ANY INCONVENIENCE THIS MAY CAUSE YOU, BUT IT IS IMPORTANT FOR US TO ATTEND. IF YOU DO HAPPEN TO CALL DURING THIS TIME, PLEASE BE SURE TO LEAVE A MESSAGE SO WE CAN GET BACK TO YOU AS SOON AS POSSIBLE. THANK YOU.

02 17 01 **** EXPEDITED ISSUANCE ****

CARES IS NOT CURRENTLY PROCESSING ALL EXPEDITED FS ISSUANCE CASES CORRECTLY. IF A REVIEW INTERVIEW IS COMPLETED DURING THE REVIEW MONTH, A HOUSEHOLD IS NOT ELIGIBLE FOR EXPEDITED BENEFITS. DO NOT CONFIRM FS BENEFITS FOR THESE CASES UNLESS ALL REQUESTED VERIFICATIONS HAVE BEEN RECEIVED.

02 17 01 **** BANK HOLIDAY AND EFTS ****

CHILD CARE EFT'S WILL BE DEPOSITED WEDNESDAY, FEBRUARY 21, 2001 DUE TO THE PRESIDENT'S DAY HOLIDAY ON MONDAY, FEBRUARY 19, 2001. EFT'S ARE NORMALLY DEPOSITED ON TUESDAYS. THE CHILD CARE CHECKS WILL BE MAILED AS USUAL ON MONDAY.

02 21 01 *****FS QC TIP OF THE WEEK*****

WHEN A FOOD STAMP RECIPEINT STARTS A NEW JOB, THEY MUST REPORT THE CHANGE WITHIN 10 DAYS FROM THE FIRST DAY OF STARTING THE JOB. REMEMBER, CUSTOMERS MUST REPORT ALL CHANGES WITHIN 10 DAYS AND WORKERS MUST ACT ON THE CHANGES AT THE TIME THEY ARE REPORTED, EVEN IF THE CHANGE HAS BEEN REPORTED EARLIER THAN REQUIRED. REFERENCE OPS MEMO 00-43.

02 21 01 **** TRAINING DOWN EARLY ****

IN ORDER TO ACCOMMODATE THE ORDERLY MIGRATION OF THE CLIENT NOTICE REDESIGN CHANGES AND FIXES, THE TRAINING DATABASES WILL BE TAKEN OFFLINE AT 3:00 PM ON THURSDAY, FEB. 22.

02 22 01

THE FEBRUARY 2001 ISSUE OF THE PROSHOP HAS BEEN PUBLISHED FOR INCOME MAINTENANCE AND CHILD SUPPORT. CHECK IT OUT AT: [HTTP://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM](http://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM)

02 22 01 **** CARES GUIDE UPDATE FOR CLIENT NOTICE REDESIGN ****

THE FOLLOWING CHAPTERS & APPENDICES ARE NOW AVAILABLE IN THE CARES GUIDE ONLINE. UPDATES (THIS IS LINKED FROM THE COVER PAGE) (NEW) TABLE OF CONTENTS (UPDATED)
SECTION 1, CHAPTER 11 - CHILD CARE PAYMENT SYSTEM (UPDATED)
SECTION 1, CHAPTER 14 - CLIENT NOTICES (INCLUDES LETTERS & NOTICES) (NEW)
SECTION 1, APPENDIX 05A - CLOSURE CODE CHART
SECTION 1, APPENDIX 05B - REASON CODE SCREEN INFORMATION.

NOTE: APPENDIX 05A & 05B REPLACE THE PREVIOUS APPENDIX 05 - CLOSURE/REDUCTION REASONS

SECTION 1, APPENDIX 06 - CARES PRODUCTION DATES (UPDATED)
SECTION 2, APPENDIX 01 - DEFINITION OF COMPONENTS & STATUSES (NEW)
SECTION 2, APPENDIX 02 - ACTIVITY MATRIX (NEW)
SECTION 3, CHAPTER 01 - CLIENT REGISTRATION (CR) SCREENS (NEW)
SECTION 3, CHAPTER 03 - STANDARD FILING UNIT (SFU) SCREENS (NEW)
SECTION 3, CHAPTER 11 - WORK PROGRAM (WP) SCREENS (NEW)
SECTION 3, CHAPTER 18 - COMMON UTILITIES (CU) SCREENS (NEW)

THE ADDRSS OF THE CARES GUIDE FOR EXTRANET USERS IS:
[HTTP://WORKWEB/DES/MANUALS/CARES GUIDE/DEFAULT.HTM](http://WORKWEB/DES/MANUALS/CARES GUIDE/DEFAULT.HTM)

02 23 01 **** CHILD CARE ATTENDANCE REPORTS ****

WHEN TRANNING TO CCAR USING SORT 1 AND JUST THE PROVIDER NUMBER /LOC (WHICH IS THE DEFAULT IF WORKER NUMBER IS NOT ENTERED)YOU WILL FIND THAT THE SORT ORDER OF CHILDREN LISTED DOES NOT MATCH THAT OF THE ATTD. RPT. FORM. WE ARE WORKING QUICKLY TO FIX THIS. BUT, UNTIL FURTHER NOTICE ALWAYS USE THE WORKER ID IN THE PARMS.

02 23 01 **** CC FIXES EFFECTIVE MONDAY, FEBRUARY 26, 2001 ****

ALERTS 310, 311 AND 312 (CERT ENDING IN 2,4 AND 8 WEEKS) WILL NOW BE GENERATED FOR THE PROVIDER CATEGORY CSAP.

CCDN AND CNHS WILL NOW DISPLAY A W AND THE WORKER ID WHEN AN AUTH NOTICE IS SUPPRESSED BY A WORKER AND AN S WHEN THE AUTH NOTICE IS SUPPRESSED BY CARES.

THE ABEND ON CCPR HAS BEEN FIXED. AN ERROR MESSAGE WILL APPEAR WHEN THE OFFICE NUMBER FIELD IS COMPLETED WITH AN INVALID OFFICE NUMBER.

YOU CAN NOW SELECT AN AUTH ON CCAH USING AN X OR S AND PF13 TO CCQR/CCQZ OR PF14 TO CCMC.

THE NEW EOS REPORT CC61 CHILD CARE PROVIDER WITH OPEN RPA'S WILL RUN MONTHLY AND WILL BE ON EOS 3/2/01. THE REPORT WILL LIST ALL CHILD CARE PROVIDERS WHO HAVE RECEIVED A REPAYMENT AGREEMENT DURING THE REPORT MONTH.

THE NEW EOS REPORT CC62 CHILD CARE PROVIDER OVERPAYMENT COLLECTIONS BY AGENCY WILL RUN MONTHLY AND WILL BE ON EOS 3/6/01. THE REPORT WILL LIST ALL PROVIDER OVERPAYMENTS ENTERED ON CCAR. THIS REPORT WILL BE USED BY THE CARS UNIT AND REPLACES THE PROCESS WHERE LOCAL AGENCIES COMPLETE THE DES-11087 CHILD CARE CASH COLLECTIONS/REPAYMENTS CARS PROFILE #9006.

02 23 01 **** CHANGES FOR WAA ****

EFFECTIVE 02/26/01 WAA SCREENS CRWA AND WPWA WILL HAVE NEW FIELDS THAT NEED TO BE ENTERED FOR WAA PARTICIPANTS. CRWA WILL HAVE, EMPLOYED AT ENTRY:(Y/N), AND ENTRY EARNED INCOME (MTHLY): THESE MUST BE COMPLETED WHEN CRWA IS PROCESSED. WPWA WILL HAVE TWO NEW FIELDS THAT MUST BE COMPLETED WHEN THE PARTICIPANT 02 23 01 COMPLETES A WAA EPISODE. THESE FIELDS ARE EMPLOYED AT EXIT:(Y/N) AND EXIT EARNED INCOME (MTHLY). THESE NEW FIELDS DIRECTLY IMPACT WAA PERFORMANCE STANDARDS.

02 24 01 **** CLIENT NOTICE REDESIGN ****

OVER THE WEEKEND OF FEBRUARY 23, 2001, PHASE 1 OF THE CLIENT NOTICE RE-DESIGN PROJECT WAS IMPLEMENTED. THE PHYSICAL LAYOUT AND THE CONTENT OF THE CLIENT NOTICE WERE AFFECTED BY THIS MOVE. THE NEW CLIENT NOTICE WILL LOOK DIFFERENTLY AND CONTAIN NEW INFORMATION. CHANGES TO THE CLIENT NOTICE INCLUDE THE DEVELOPMENT OF AN INFORMATIONAL AND ELIGIBILITY SUMMARY LEADING OFF THE NOTICE. OTHER CHANGES INCLUDE THE REDUCTION OF CERTAIN PROGRAM SPECIFIC TEXT, A NEW NOTICE SORT ORDER AND THE ATTACHMENT OF BUDGETS TO THE CORRESPONDING NOTICE. FOR MORE INFORMATION REGARDING THESE CHANGES, A BWSP OPS MEMO WILL BE AVAILABLE ON THE DWD/DES EXTRANET IN A COUPLE OF DAYS.

ALSO, CARES HAS BEEN MODIFIED TO ALLOW CC, W-2, MEDICAID AND BADGERCARE AGS THAT HAVE FAILED FOR THE FIRST TWO MONTHS OF AN APPLICATION TAKEN BETWEEN ADVERSE ACTION AND THE END OF THE MONTH TO PASS FOR THE THIRD MONTH IF THERE IS ELIGIBILITY. THE CARES CHANGES INVOLVE THE REMOVAL OF THE 142 REASON CODE FOR THESE AGS WHEN THE THIRD MONTH IS DENIED AT INTAKE. THIS CHANGE DOES NOT APPLY TO FOOD STAMP AGS. IF FOOD STAMPS ARE DENIED FOR THE FIRST TWO MONTHS, THE CLIENT MUST STILL REAPPLY, AND THE FS AG WILL CLOSE WITH REASON CODE 142 FOR THE THIRD MONTH ON THE ORIGINAL APPLICATION. FURTHER INFORMATION IS FORTHCOMING IN ANOTHER OPERATIONS MEMO.

WE HAVE CORRECTED A LOOPING PROBLEM THAT OCCURRED WHEN AN APPLICATION FOR BADGERCARE WAS REQUESTED ALONG WITH A 3 MONTH BACKDATE FOR MA. THESE CASES SHOULD NO LONGER LOOP, AND YOU SHOULD BE ABLE TO GET TO AGE2 TO CONFIRM THE AGS.

ANOTHER PART OF CLIENT NOTICE REDESIGN WAS THE REASON CODE 028 REDESIGN. FOR THE CARES WORKER, THE MOST NOTICEABLE CHANGE IS THAT REFERENCE TABLES TSRC, TSRS AND TSLC ARE GONE. THEY ARE REPLACED BY ON-LINE SCREENS THAT YOU CAN TRAN TO: CURS, CURD AND CULC. THE NEW REASON CODE SCREENS ARE FOUND ON THE NEW MENU MNCU. (FOR MORE INFORMATION ON THESE NEW SCREENS, PLEASE SEE APPENDIX 05B OF THE ON-LINE CARES GUIDE.) 74 NEW INDIVIDUAL AND AG FAILURE REASON CODES HAVE BEEN ADDED THAT ARE NOW SET BY CARES, AFFECTING ALL PROGRAMS OF ASSISTANCE. A COMPLETE LISTING OF THE NEW REASON CODES AND THEIR LONG AND SHORT TEXT CAN BE FOUND IN APPENDIX 5A OF THE ON-LINE CARES GUIDE.

**** OTHER WEEKEND CHANGES AND FIXES ****

CHANGES TO CHILD CARE ELIGIBILITY HAVE BEEN MADE SO THAT EFFECTIVE 2-1-01, FOSTER CARE INCOME WILL NO LONGER BE USED IN THE ELIGIBILITY DETERMINATION. HOWEVER, ELIGIBILITY RUN FOR MONTHS PRIOR TO 2-1-01 WILL USE FOSTER CARE INCOME IN THE DETERMINATION.

SCREEN APGI HAS BEEN FIXED SO THAT YOU SHOULD NOT BE ABLE TO DELETE THE SCREEN UNLESS THE REFERRAL INDICATOR IS SWITCHED TO "N". WE ALSO ADDED A FIX SO APGI WILL BE SCHEDULED CORRECTLY WHEN A MARRIED PREGNANT MINOR'S HUSBAND LEAVES THE HOUSEHOLD. YOU WILL NOW BE ABLE TO COMPLETE THE APGI SCREENS FOR THE PREGNANT MINOR'S ABSENT PARENT INFORMATION ALONG WITH THE APGI SCREEN FOR THE ABSENT PARENT OF THE MINOR'S UNBORN.

02 28 01 **** FIX FOR CNHD FATAL ****

A FIX HAS BEEN MADE TO ENSURE THAT CNHD DOES NOT FATAL WHEN REQUESTING THE VERIFICATION CHECKLIST. (AEL2). IF YOU HAVE ANY FURTHER PROBLEMS, PLEASE CALL THE CALL CENTER AND FAX IN THE FATAL SCREENS AS THEY OCCUR.

02 28 01 **** APPROPRIATE USE OF THE TC CODE IN WP ****

THE CARES WP ACTIVITY OF TECHNICAL COLLEGE/W2 (TC) IS ONLY TO BE REPORTED FOR W-2T OR CSJ PARTICIPANTS ONLY. DETAILS ARE FOUND IN OPS-MEMO 00-05. A W2T OR CSJ PARTICIPANT MAY BE IN TC ACTIVITY IF: 1) THEY ARE EMPLOYED OR ENGAGED IN WORK UNDER CSJ OR W2T FOR AT LEAST 25 HOURS PER WEEK IN ADDITION TO TC TRAINING, 2) THE W2 AGENCY, THE COMMUNITY STEERING COMMITTEE AND THE TC DISTRICT BOARD DETERMINES THE EDUCATION IS LIKELY TO LEAD TO EMPLOYMENT, 3) THE PARTICIPANT MAINTAINS FULL-TIME STUDENT STATUS IN A TC EDUCATIONAL PROGRAM AND REGULARLY ATTENDS ALL CLASSES, AND 4) THE PARTICIPANT MAINTAINS A MINIMUM OF GPA OF 2.0.

WORKERS HAVE BEEN ENTERING TC FOR PARTICIPANTS IN OTHER PROGRAMS. AGENCIES MUST DELETE THIS ACTIVITY FOR INDIVIDUALS WHO ARE NOT W2 AND REPORT THEM IN THE APPROPRIATE ACTIVITY FOR THAT PROGRAM. FOR WAA OR WTW, IF AN INDIVIDUAL IS ENGAGED IN A TC PROGRAM, POSTSECONDARY EDUCATION (PSE) LESS THAN 2 YEARS. (A1) IS REPORTABLE UNLESS THE EDUCATION BETTER MEETS THE DEFINITION OF JOB SKILLS TRAINING (JS). THESE DEFINITIONS ARE AVAILABLE IN THE ON-LINE CARES GUIDE AT [HTTP://WORKWEB/DES/MANUALS/CARES GUIDE/DEFAULT.HTM](http://WORKWEB/DES/MANUALS/CARES%20GUIDE/DEFAULT.HTM). AGENCIES MUST REVIEW THE RECORDS TO DETERMINE APPROPRIATE ACTIVITY REPORTING FOR NON-W2T OR CSJ W2 PARTICIPANTS WITH TC ACTIVITY REPORTED. IF THE PARTICIPANT WAS NEVER IN THE TC ACTIVITY WHILE IN A W2T OR CSJ PLACEMENT, THE ACTIVITY MUST BE DELETED. NON-W2T/CSJ PARTICIPANTS IN EDUCATIONAL PROGRAMS SHOULD HAVE THESE ACTIVITIES REPORTED USING OTHER APPROPRIATE ACTIVITIES ON WPCH.

A NEW OPS-MEMO WILL BE ISSUED IN THE NEAR FUTURE.

03 01 01 **** MAXIMUM EXCESS SHELTER DEDUCTION INCREASE ****

THIS DEDUCTION WILL INCREASE FROM \$300 TO \$340 FOR ALL HOUSEHOLDS WHERE ELIGIBILITY IS DETERMINED FOR FOOD STAMPS ON OR AFTER MARCH 1, 2001. CARES WILL BE PROGRAMMED THE EVENING OF FEBRUARY 28 TO ALLOW THE INCREASE FOR ALL CASES WHEN SFED IS RUN ON OR AFTER MARCH 01, 2001. FOOD UNITS THAT CONTAIN AN ELDERLY OR DISABLED MEMBER DO NOT HAVE A SHELTER EXPENSE DEDUCTION CAP.

03 01 01 **** ENHANCEMENT TO BIPN ****

FOR EBT EXPEDITED CASES, THE TIME THAT THE PAN (PRIMARY ACCOUNT NUMBER) FOR A VAULT CARD WAS ENTERED WILL SHOW ON BIPN IF YOU TRAN BACK TO BIPN AFTER YOU HAVE CONFIRMED THE PAN. THE FIELD IS TITLED "TIME PAN ENTERED" AND APPEARS NEXT TO THE PRIMARY ACCOUNT NUMBER FIELD. AFTER A CASE IS CONFIRMED AND BIPN IS COMPLETED THE EBT VENDOR WILL HAVE THE ACCOUNT SET UP FOR USE WITHIN A FEW HOURS. IF BIPN IS COMPLETED BY 12:00 NOON, THE CARD WILL BE USABLE BY 2:00 P.M.; IF COMPLETED BY 3:00 P.M., THE CARD WILL BE USABLE BY 5:00 P.M; IF COMPLETED AFTER 3:00 P.M. BUT BEFORE CARES GOES DOWN FOR THE DAY, THE CARD WILL BE USABLE BY 2 A.M. THE FOLLOWING DAY.

03 01 01

**** ANEW-WI SPRING CONFERENCE - APRIL 6 ****

AT THIS YEAR'S ANEW-WI CONFERENCE, SPEAKERS WILL INCLUDE PAT IRWIN, JIM JONES, TOM PRETE, AND RICK ZYNDA ON A VARIETY OF TOPICS, SUCH AS FSET, W-2, MA, AND LEARNING STYLES. THE INSTITUTE FOR WI'S FUTURE WILL OFFER A WORKSHOP ON TRANSITIONING TO SELF-SUFFICIENCY. THE CONFERENCE WILL BE AT CHULA VISTA IN THE DELLS, FROM 8AM-4PM. THOSE ATTENDING THE ENTIRE DAY WILL RECEIVE A CERTIFICATE FOR 6 HOURS OF PROFESSIONAL TRAINING CREDIT. REGISTRATIONS WILL BE TAKEN BY MAIL THROUGH FRIDAY, MARCH 30 AND BY FAX UNTIL APRIL 2. MAIL REGISTRATIONS TO 2994 COUNTY ROAD ES, ELKHORN, WI, 53121 OR FAX THEM TO JANE AT 262-741- 3320. CALL JANE PECK AT 262-741-3329 OR CARES MAIL HER AT XWL026 WITH QUESTIONS ABOUT REGISTRATIONS. CALL JILL JOHNSON AT 920-675-4638 WITH QUESTIONS REGARDING PROGRAM CONTENT.

03 02 01 THERE IS A REPORT, CT07, WHICH IS A LIST OF CASES FOR WHICH SFED WAS STARTED ON FRIDAY, FEB. 23 AND THAT WERE NOT CONFIRMED UNTIL MON., FEB. 26. IN THE INTERIM, THE NEW NOTICE LOGIC WAS IMPLEMENTED. THIS MAY HAVE RESULTED IN A NOTICE WITH INCORRECT REASON CODES. IT IS RECOMMENDED THAT THESE CASE BE RUN THROUGH SFED AND BE RECONFIRMED TO ENSURE THAT THE CORRECT NOTICE IS SENT.

03 03 01 *** CLARIFICATION OF FRIDAY'S DXBM ON REPORT CT07 ****

THIS IS A LIST OF CASES FOR WHICH SFED WAS RUN BEFORE MON, FEB.26, BUT THE FULL SEQUENCE OF ELIGIBILITY WAS NOT COMPLETED. WITH THE NEW LOGIC INTRODUCED FOR THE NOTICE REDESIGN, IT WILL BE REQUIRED THAT THESE CASES BE RUN THROUGH SFED FROM THE BEGINNING AGAIN. IF SFED IS NOT RE-RUN, AND YOU ATTEMPT TO TRAN ELSEWHERE ON THE CASE, IT MAY FATAL.

03 03 01 **** WORKER ENTERED REASON CODE FIX ****

OVER THIS PAST WEEKEND, A FIX WAS MADE TO CORRECT THE "WORKER ENTERABLE" DESIGNATION FOR ALL REASON CODES CONTAINED IN CURS. THE PROBLEMS EXPERIENCED BY WORKERS IN ATTEMPTING TO MANUALLY ENTER REASON CODES SHOULD NOW BE ELIMINATED. IF WORKERS CONTINUE TO EXPERIENCE PROBLEMS IN ENTERING REASON CODES, PLEASE CONTACT THE HELP DESK.

03 10 01 **MEDICAID PURCHASE PLAN (MAPP) PROCESSING REMINDER *

THIS IS A REMINDER TO SEND COPIES OF ALL COMPLETED MAPP ELIGIBILITY FORMS TO :

DHFS MAPP UNIT
C/O ELLYN SPENCE
CENTER FOR DELIVERY SYSTEMS DEVELOPMENT
1 SOUTH PINCKNEY STREET, SUITE 340
MADISON, WI 53701

THIS REQUIREMENT WAS ORIGINALLY COMMUNICATED IN OPS MEMO 00-50. IT APPEARS THAT THE COMPLIANCE RATE IS LESS THAN 50%. AS OF THIS DATE THE CENTER FOR DELIVERY SYSTEMS DEVELOPMENT HAS NOT RECEIVED COPIES OF THESE FORMS FOR OVER HALF OF THE MAPP APPLICANTS. THE MAPP PROGRAM IS BEING EVALUATED BY THE DEPARTMENT OF HEALTH AND FAMILY SERVICES. WE NEED YOUR COOPERATION AND COMPLIANCE TO ENSURE A SUCCESSFUL AND USEFUL EVALUATION. COPIES OF THESE FORMS SHOULD BE SENT TO THE ADDRESS ABOVE FOR ALL MAPP APPLICATIONS (APPROVALS AND DENIALS) AND ANYTIME EITHER THE ELIGIBILITY STATUS OR PREMIUM AMOUNT CHANGES.

03 10 01 **** EDS ELIGIBILITY & TPL PURGES ****

ON MARCH 4TH, EDS PURGED ELIGIBILITY SEGMENTS ON THEIR FILES, WITH DATES LESS THAN 01/01/90 FROM MMIS. IN ADDITION, ON MARCH 18TH TPL SEGMENTS WITH END DATES OLDER THAN A YEAR WILL BE PURGED FROM MMIS. ONCE PURGED, YOU WILL NO LONGER BE ABLE TO SEE THOSE DATES ON THE RE OR RT SCREENS IN EDSNET. HOWEVER, THE PURGED INFORMATION WILL BE STORED IN A DATA WAREHOUSE AND IS AVAILABLE, IF NEEDED FOR RESEARCH. THIS IS FOR YOUR INFORMATION ONLY. THE PURGE WILL NOT AFFECT MEDICAID ELIGIBILITY PROCESSING FOR YOUR CLIENT'S.

03 14 01 *****FS QC TIP OF THE WEEK*****

WHEN CALCULATING AN FS OVERPAYMENT DUE TO UNREPORTED OR UNDER-REPORTED INCOME, USE THE ACTUAL INCOME FROM ALL SOURCES OF INCOME IN THE FS GROUP. DO NOT USE THE PROSPECTIVE INCOME ESTIMATE THAT WAS ORIGINALLY USED.

03 16 01 **** DXSX - SSI PROBLEM ****

SSA HAS INFORMED US THAT FOR CASES WHERE THE PAYMENT STATUS CODE HAS BEEN CHANGED TO T33, STATES ARE NOT GETTING AN SDX RECORD IF THE PAYMENT STATUS IS SUBSEQUENTLY CHANGED TO C01. THEY ARE WORKING ON A CORRECTION. IN THE INTERIM, WORKERS WHO NOTE A T33 STATUS SHOULD DO A WTPY REQUEST (DXRQ). THIS WILL FORCE A CORRECTED SDX RECORD TO BE RELEASED TO THE STATE WHICH WOULD REFLECT ANY CHANGE IN THE PAYMENT STATUS.

03 16 01 **** EOS UPDATE - NEW REPORT FOR LIFETIME CLOCKS ****

A NEW REPORT TITLED "INDIVIDUALS WITH 48 TO 60 MONTHS ON LIFETIME CLOCK" (FORM NAME C747) IS NOW ON EOS. THE REPORT LISTS BY AGENCY AND BY WORKER, ALL INDIVIDUALS ON AN OPEN W-2 AG WHO HAVE AT LEAST 48 TICKS ON THE LIFETIME CLOCK. THE REPORT IS DESIGNED TO ASSIST WORKERS AND MANAGERS IN TARGETING THOSE PARTICIPANTS WHO MAY NEED MORE INTENSIVE SERVICES OR FOR WHOM UPDATED DOCUMENTATION IS NECESSARY FOR EXTENSION REQUESTS. THERE IS A COMMENT AREA THAT DRAWS SPECIAL ATTENTION TO SPECIFIC CASES SUCH AS THOSE WHO WILL REACH 60 MONTHS BEFORE HITTING 24 MONTHS IN A PAID PLACEMENT. AN OPERATIONS MEMO WILL BE SENT TO MORE COMPLETELY EXPLAIN THIS REPORT.

03 20 01 THE QUARTERLY PREVIEW FOR THE SECOND QUARTER 2001 HAS BEEN PUBLISHED ON THE WEB. THE WEB ADDRESS IS:
[HTTP://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC](http://www.dwd.state.wi.us/destrain/trainsec)

03 21 01 **** PRINT EXTRA PAGE FATAL ERROR ****

THE FATAL ERROR THAT OCCURS WHEN PRINTS OF FREE FORMAT LETTERS ARE REQUESTED WILL BE FIXED OVER THIS COMING WEEKEND. PLEASE DO NOT CALL IN ANY NEW OCCURRENCES UNLESS THIS STILL OCCURS ON 3/26 OR LATER.

03 21 01 *****FS QC TIP OF THE WEEK*****

WHEN CALCULATING AN FS OVERPAYMENT, DO NOT APPLY THE 20% EARNED INCOME DEDUCTION TO EARNED INCOME WHICH IS REPORTED UNTIMELY.

03 23 01 **** REMINDER- ANEW SPRING CONFERENCE-APRIL 6 ****

ALL MAIL-IN REGISTRATIONS MUST BE SENT TO JANE PECK 2994 COUNTY ROAD ES, ELKHORN WI 53121, AND RECEIVED BY MARCH 30. REGISTRATIONS CAN BE FAXED TO HER AT 262- 741-3320 UNTIL MONDAY APRIL 2ND.

03 24 01 **** CHILD CARE CHANGES ****

TABLES TCFP AND TCCP HAVE BEEN UPDATED WITH THE NEW 2001 FEDERAL POVERTY LEVELS (FPL). THE 2001 FPL LIMITS ARE EFFECTIVE 5/1/01. AN OPS MEMO WILL BE SENT WITH ADDITIONAL DETAILS ON THE MASS CHANGE.

ALERT 235 "VERF DUE DATE APPROX FOR W2/CC" WILL NOW BE GENERATED TO THE ELIGIBILITY WORKER ON THE 5TH DAY AFTER AN APPLICATION FOR W2 OR CHILD CARE HAS BEEN ENTERED IF THE AG HAS NOT YET BEEN CONFIRMED.

THE SELECT INDICATOR ON CCIL AND CCQI WILL NOW ALLOW EITHER A X OR A S. THERE IS NOW PF7 FUNCTIONALITY ON CCQI.

03 28 01 *****FS QC TIP OF THE WEEK*****

INTERNET BLUE BOOK SITES DO NOT RETAIN HISTORICAL VEHICLE VALUES. THEREFORE, IF THE WORKER WANTS PROOF OF THE VALUE USED IN A DETERMINATION FOR A QUALITY ASSURANCE REVIEW, ADMINISTRATIVE HEARING, FRAUD, ETC. S/HE SHOULD PRINT OUT THE VALUE FROM THE INTERNET AND KEEP IT IN THE CASE RECORD AS DOCUMENTATION

03 28 01

A RECENT DXBM PROVIDED AN ADDRESS TO SEND MANUAL 3070 MEDICAID CERTIFICATION FORMS TO EDS. AFTER SOME REFLECTION, EDS HAS EXPRESSED SOME NEW PREFERENCES. THEY WOULD PREFER THAT 3070S BE SENT TO:

EDS
ATTN: 3070'S
P.O BOX 7636
MADISON, WI 53707

03 29 01 **** EWSSA AND NCWSSA JOINT SPRING MEETING ****

FRIDAY, 04/20/01, KNIGHT'S OF COLUMBUS, 535 CENTER ST., ANTIGO. 8:30 TO 9:00 REGISTRATION/BREAKFAST. 9:00 BUSINESS MEETING. AM WORKSHOPS 10:00 TO NOON. CHOOSE ONE: ROOM 1 IS JENNIE CARTHEW, DHFS MMIS SPECIALIST ON 3070'S, AFMC SCREEN, BADGERCARE PREMIUMS, MANY OTHER MMIS ISSUES. ROOM 2 IS KEVIN WILL AND CARY OGDEN, WAUPACA CO HHS ON MENTAL HEALTH ISSUES THROUGHOUT YOUR LIFESPAN. BREAK FOR LUNCH. PM WORKSHOPS 1:00 TO 3:00. CHOOSE ONE: ROOM 1 IS MARSHA BUSH AND KRINA CHRISTENSEN, PAYMENT ACCURACY CASE REVIEWERS, ON CARES DATA EXCHANGE MATCHES AND ALERTS. ROOM 2 IS SISTER DELORES DEMULLING OF LEROYER HOSPICE CARE, ON GRIEF AND GRIEVING. REGISTRATION DEADLINE IS 4/13/01. FOR MORE INFO OR TO REGISTER, CONTACT JIM BESTUL, SHAWANO 03 29 01 CO DSS BY PHONE (715) 526-4741 OR BY FAX (715) 526-4759. MUST SPECIFY CHOICE OF ROOMS FOR BOTH AM AND PM WORKSHOPS. COST IS \$15 TO BE PAID AT THE DOOR.

03 29 01 **** OFFICE NUMBER ON CRIN ****

OFFICE NUMBER IS NOW A MANDATORY FIELD ON CRIN. AT THE BEGINNING OF THE CLIENT REGISTRATION PROCESS A GENERAL QUESTION ABOUT WHAT TYPES OF SERVICES THE PERSON IS SEEKING NEEDS TO BE ASKED IN ORDER TO DECIDE WHETHER THE IM OR THE W2 OFFICE SHOULD BE ENTERED.

03 31 01 **** NEW FPL EFFECTIVE NOW ****

THE FEDERAL POVERTY LEVELS HAVE BEEN CHANGED WITH AN EFFECTIVE DATE OF MAY 01, 2001. THIS WILL RAISE THE INCOME LIMITS FOR THE FOLLOWING PROGRAMS ON CARES: HEALTHY START, BADGERCARE QMB AND SLMB AND CHILD CARE. THE FAMILY INCOME ALLOWANCE FOR SPOUSAL IMPOVERISHMENT HAS ALSO CHANGED. CARES IS PRESENTLY USING THE NEW LIMITS WHEN DOING CALCULATIONS FOR MAY BENEFITS AND BEYOND.

04 04 01 *****FS QC TIP OF THE WEEK*****

A CUSTOMER WHO CLAIMS TO BE PHYSICALLY OR MENTALLY INCAPABLE OF EMPLOYMENT SHOULD NOT BE REFERRED TO THE FSET PROGRAM UNTIL THE FS WORKER DECIDES TO REJECT THE CLAIM.

04 09 01 **** FEDERAL POVERTY LIMIT MASS CHANG ****

THE FPL MASS CHANGE WAS RUN OVER THE WEEKEND. OPEN MA AND CHILD CARE CASES WERE SELECTED. 121,358 CASES WERE PROCESSED THROUGH SFED. 4,758 CASES EXCEPTIONED-OFF FOR VARIOUS REASONS. IF YOU HAVE A CASE THAT YOU THINK SHOULD HAVE BEEN PROCESSED AND WAS NOT, CHECK EOS REPORT 'CARES-MC192A-RTMC307EXCEPTIONLIST/AGS-REF TAB-MC'.

04 10 01 THE TT (TRIBAL TANF) UNEARNED INCOME CODE ON REFERENCE TABLE TVIN IS NOT ACTIVATED. DO NOT USE THIS CODE UNTIL MONDAY, APRIL 23, 2001. A FATAL ERROR WILL OCCUR IF YOU TRY TO ENTER THIS CODE BEFORE THAT DATE.

04 11 01 **** DXSX - CHANGE IN APPEAL CODES ****

SSA HAS CHANGED THE VALUES FOR SSI APPEAL CODES ON DXSX (REFERENCE TABLE TDSI). FIVE NEW VALUES REPLACE THE SEVENTEEN THAT WERE PREVIOUSLY LISTED IN THAT REFERENCE TABLE. TO VIEW CURRENT TABLE ENTRIES, USE RTDT FOR TRANSACTION AND TDSI AS THE PARM. FOR PREVIOUS TDSI TABLE ENTRIES, USE RTDT AS THE TRANSACTION AND TDSI//030101 AS THE PARM.

04 12 01 **** PENDING CASES AFFECTED BY MASS CHANGE ****

EACH COUNTY/TRIBAL/W2 AGENCY WILL RECEIVE A LIST OF CASES ALONG WITH A COVER MEMO OF CASES THAT WERE IN PENDING STATUS BEFORE MASS CHANGE AND WHAT HAPPENED TO THEM. BRIEFLY, MASS CHANGE REMOVES THE PENDING STATUS ALONG WITH THE VERIFICATION DUE DATE. IF VERIFICATION HAS NOT BEEN RECEIVED, THESE CASES NEED TO BE RERUN TO RESORE THE PENDING STATUS. THE MEMO GIVES FURTHER DETAILS ON HANDLING. IF YOU HAVE QUESTIONS, CONTACT THE CALL CENTER.

04 13 01 **** NEW TABLE VALUES FOR WAA ****

TWO NEW VALUES HAVE BEEN ADDED TO TABLE TCAT FOR THE WAA SERVICE CATEGORY FIELD ON CRWA AND WPWA. THE NEW VALUES ARE TP = TRAINING AND JOB PLACEMENT AND JP = JOB PLACEMENT AND JOB RETENTION.

04 18 01 *****FS QC TIP OF THE WEEK*****

THE 1 PAGE APPLICATION (DES11605) MUST BE OFFERED WHEN A FS/MA APPLICANT OR POTENTIAL APPLICANT REQUESTS ASSISTANCE AND CANNOT COMPLETE CLIENT REGISTRATION IN PERSON. THIS PAGE 1 APPLICATION SETS THE FILING DATE FOR FS AND MA.

04 19 01 THE APRIL ISSUE OF THE PRO SHOP FOR INCOME MAINTENANCE AND CHILD SUPPORT HAS BEEN PUBLISHED. IT CAN BE ACCESSED AT: [HTTP://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM](http://WORKWEB.DWD.STATE.WI.US/DES/TRAINSEC.HTM)

04 19 01 **** FS REVIEWS - FROM 3 TO 6 MONTHS ****

ON APRIL 4, 2001, OPERATIONS MEMO 01-20 WAS RELEASED COVERING THE SWITCH FROM 3 MONTH REVIEWS TO 6 MONTH REVIEWS. ALL REVIEWS CONFIRMED ON OR AFTER APRIL 23, 2001 WILL BE REQUIRED TO BE DONE AS A FACE-TO-FACE REVIEW (FTF), AND WILL BE REQUIRED TO BE REVIEWED AGAIN IN 6 MONTHS. CASES CONTAINING ELDERLY OR DISABLED INDIVIDUALS ONLY WILL CONTINUE TO HAVE 12- MONTH REVIEWS SET. THE REVIEW "SWITCH" ON SCREEN ANRQ WILL BE TURNED OFF. WAIVER OF THE FTF REVIEW IS ONLY ALLOWED IN SPECIFIC SITUATIONS. THIS CAN BE FOUND IN THE IM MANUAL, I-A, 20.1.1. IT'S ALSO COVERED IN OPERATIONS MEMO 01-20.

04 21 01 **** THERE ARE MULTIPLE MESSAGES ON MULTIPLE TOPICS ***

**** ENHANCEMENTS AND FIXES ****

NEW UNEARNED INCOME CODE TT (TRIBAL TANF) IS NOW AVAILABLE AS A SELECTION ON AFUQ AND CAN BE ENTERED ON AFUI. THIS NEW CODE WILL COUNT TRIBAL TANF INCOME CORRECTLY FOR ALL PROGRAMS.

FOOD STAMP AGS WILL NOW PEND FOR VERIFICATION WHEN A ? IS ENTERED FOR THE EXPENSE ON THE AFSC (SHELTER) AND AFUC (UTILITY) SCREENS.

CHANGES HAVE BEEN MADE TO ANSP, THE STATE ONLY W-2 PROGRAM SCREEN. WHERE THE SSI REFERRAL DATE/SSI APPLICATION DATE IS 10-1-00 OR LATER, THE EXISTING SCREEN WILL NOW BE QUERY ONLY. A MESSAGE WILL DISPLAY STATING THAT THE STATE-ONLY W-2 PAYMENTS HAVE ENDED. A NEW EDIT HAS BEEN ADDED TO THE DATE FIELD SO THAT YOU WILL BE UNABLE TO ENTER A DATE OF 10-1-2000 OR LATER. PLEASE REFER TO OPERATIONS MEMO 01-19 FOR MORE INFORMATION ABOUT THE STATE ONLY W-2 PROGRAM.

SOME CHANGES HAVE BEEN MADE TO APGI. MINORS MARRIED TO EACH OTHER WILL NO LONGER HAVE APGI COME UP IN THE DRIVER FLOW. APGI WILL NO LONGER BE SCHEDULED FOR AN 18 YEAR OLD LIVING WITH BOTH PARENTS.

SCREEN EEND HAS BEEN CHANGED SO THAT THE 60 CHARACTER REASON CODE TEXT WILL NOW FULLY DISPLAY. THE "RESULT" HAS BEEN SHORTENED. THE WORDS PASS, PEND AND FAIL WILL NO LONGER BE SPELLED OUT. THE RESULT COLUMN WILL NOW DISPLAY S (PASS), F (FAIL) OR P (PEND) FOR EACH PERSON IN THE AG.

04 21 01 **** NEW MAPP INCOME LIMITS ****

IN ADDITION TO THE INCOME LIMIT CHANGES ADDRESSED BY OPS MEMO 01-22, THE CHANGES IN THE FEDERAL POVERTY LEVEL ALSO AFFECT THE MEDICAID PURCHASE PLAN (MAPP). INCOME LIMITS FOR MAPP ARE BASED ON 250% OF THE FPL FOR APPLICANTS AND RECIPIENTS. INDIVIDUALS ABOVE 150% OF FPL MAY NEED TO PAY A PREMIUM IN ORDER TO PARTICIPATE IN THE MAPP PROGRAM. MAPP ELIGIBILITY IS DETERMINED MANUALLY. THE FOLLOWING INCOME LIMITS ARE EFFECTIVE IMMEDIATELY FOR ELIGIBILITY DETERMINED FOR MAY, 2001 AND AFTER:

GROUP	CUTOFF FOR	MAPP
SIZE	PREMIUM	INCOME
	PAYMENT	LIMIT
	(150%)	(250%)
1	\$1,073.75	\$1,789.58
2	\$1,451.25	\$2,418.75
3	\$1,828.75	\$3,047.92
4	\$2,206.25	\$3,677.08
5	\$2,583.75	\$4,306.25
6	\$2,961.25	\$4,935.42

7	\$3,338.75	\$5,564.58
8	\$3,716.25	\$6,193.75
9	\$4,093.75	\$6,822.92
10	\$4,471.25	\$7,452.08

EACH ADDITIONAL PERSON \$ 377.50 \$ 623.17

04 23 01 **** CHILD CARE ENHNCEMENTS AND FIXES ****

AUTHS WILL NOW CALCULATE USING THE CORRECT DIVISOR FROM TCMX AS OF THE EFFECTIVE BEGIN DATE OF THE AUTH.

CCIL WILL NOW PF8 AND PF7 CORRECTLY TO DISPLAY ALL INFORMATION.

SCHOOL CLOSED HOURS WILL NOW BE PAID UP TO THE PROVIDER'S CURRENT RATE AT THE TIME ATTENDANCE IS ENTERED.

PREVIOUSLY, SCHOOL CLOSED HOURS WERE ONLY BEING PAID UP TO THE PROVIDER'S RATE AT THE TIME THE AUTH WAS ENTERED.

04 24 01 **** FS HANDBOOK CORRECTION ****

THE FOOD STAMP HANDBOOK RELEASE 01-02 CONTAINS AN ERROR. THE EFFECTIVE DATE OF THE CHANGES IS 05/01/01 BUT THE HEADERS ON INDIVIDUAL PAGES SAY 04/01/01. ON THOSE PAGES THAT SHOW A 04/01/01 DATE IN THE UPPER LEFT CORNER, PLEASE CROSS OUT THE DATE AND REPLACE IT WITH 05/01/01.

04 24 01 **** ASSIGNING CASELOADS ON CRIN ****

AN OPTIONAL NEW FIELD HAS BEEN ADDED TO CRIN THAT ALLOWS FOR THE PLACEMENT OF THE RFA INTO A SPECIFIC CASELOAD OF A WORKER. BEFORE THIS CHANGE THE RFA ALWAYS WENT TO THE LOWEST CASELOAD NUMBER OF THE ASSIGNED WORKER. USE OF THE CASELOAD FIELD IS OPTIONAL. IT CAN ONLY BE USED WHEN THE WORKER IS IDENTIFIED AND IS UPDATEABLE ON CRIN UNTIL THE RFA IS COMPLETED.

04 25 01 *****FS TIP OF THE WEEK*****

INCOME RECEIVED BY AN FS RECIPIENT WHO IS A CHILD CARE PROVIDER IS CONSIDERED SELF EMPLOYED INCOME IF THE FS RECIPIENT PROVIDES CHILD CARE IN THEIR OWN HOME. IF THE CHILD CARE IS PROVIDED IN THE CHILD'S HOME, THE INCOME OF THE FS RECIPIENT SHOULD BE BUDGETED AS REGULAR EARNED INCOME.

04 26 01 **** MISTAKE IN NEW MAPP INCOME LIMITS ****

THE 250% MAPP INCOME LIMIT FOR EACH ADDITIONAL PERSON SHOULD BE \$629.17. THE DXBM OF 4/21 SHOWS IT AS 623.17

04 28 01 ***** CHILD CARE MASS CHANGE ****

THE CHILD CARE AUTHORIZATION MASS CHANGE WILL RUN THIS WEEKEND. AUTHS SPANNING 4/29/01 WILL BE RECALCULATED USING THE 2001 FPL INCOME AND CO-PAYMENT AMOUNTS. THE PROVIDER AUTH NOTICES CAN BE SEEN ON EOS REPORT CC40. A SUMMARY REPORT SHOWING THE NUMBER OF AUTHS WHERE THE RATE INCREASED/DECREASED/STAYED THE SAME BY COUNTY CAN BE VIEWED IN EOS REPORT CC41. SEE BWSP OPS MEMO 01-17 FOR MORE INFO. AUTHS THAT WERE CALCULATED OUTSIDE OF CCPS WILL APPEAR ON THE AUTH NOTICES FOR BOTH FAMILY AND PROVIDER WITH THE INDICATOR THAT THERE WAS NO CHANGE TO THE AUTH AMOUNT.

04 28 01 **** INSURANCE COVERAGE END DATES ****

AS A RESULT OF INCREASED INQUIRIES FROM COUNTY AGENCIES AND RECIPIENTS, EDS RESEARCHED RECENT PROBLEMS WITH INSURANCE DATA ON THEIR FILES AND ON CARES (AFMI). THESE PROBLEMS RESULTED IN AN INCREASE IN ALERTS AND INCORRECT CLOSURE OF SOME BADGERCARE CASES. EDS HAS PROVIDED THE FOLLOWING BACKGROUND INFORMATION.

ON APRIL 10TH, EDS RECEIVED AND LOADED AN INSURANCE TAPE FROM TOUCHPOINT HMO. SOON AFTER, EDS STARTED TO GET PHONE CALLS INDICATING A HIGH VOLUME OF RECIPIENTS WITH THIS INSURANCE ON THEIR FILE, BUT THE INSURANCE HAD ACTUALLY ENDED QUITE AWHILE AGO.

ON APRIL 16TH, TOUCHPOINT NOTIFIED EDS THAT THEY HAD SENT A TAPE (THAT WAS LOADED) THAT DID NOT CONTAIN ANY END DATES, WHICH CAUSED TPL-SEGMENT END DATES ON EDS'FILES TO BE OPENED UP IN ERROR.

ON APRIL 18TH, EDS RECEIVED AND LOADED A CORRECTED TAPE FROM TOUCHPOINT. THIS TAPE CONTAINED END DATES.

ON APRIL 19TH, EDS DISCOVERED THAT THE NEW TAPE CONTAINING THE END DATES, ALSO CREATED ANOTHER PROBLEM. THE TAPE DROPPED OFF RECORDS THAT ENDED SEVERAL YEARS AGO, SO NOW RECIPIENTS HAVE VERY OLD COVERAGE ON FILE THAT DOES NOT CONTAIN AN END DATE.

EDS EXPECTS THIS WEEK TO RECEIVE ANOTHER TAPE WITH END DATES FOR THESE OLD POLICIES. ESS WILL RECEIVE ALERT 282 WHEN THE TOUCHPOINT TAPES ARE APPLIED AND SHOULD RUN SFED FOR THOSE CASES.

WE WILL UPDATE YOU AGAIN WHEN THIS IS CLEANED UP.

05 01 01 **** INSURANCE COVERAGE END DATES ****

EDS HAS NOW INFORMED US THAT THE TAPE MATCH FROM TOUCHPOINT HMO HAS BEEN RE-RUN WITH THE CORRECT INFORMATION. THIS SHOULD RESOLVE THE PROBLEM OF INSURANCE BEING INCORRECTLY ADDED/ENDDATED IN THE CARES SYSTEM. WORKERS SHOULD NOW BE GETTING ALERT 282 TO RUN SFED ON THESE CASES. PLEASE CROSS REFERENCE WITH DXBM TITLED "INSURANCE COVERAGE END DATES" DATED 4/28/01. ANY NEW PROBLEMS WITH TPL INSURANCE INFORMATION SHOULD BE DIRECTED TO THE CALL CENTER.

05 02 01 *****FS QC TIP OF THE WEEK*****

IT IS IMPORTANT TO DATE STAMP ALL VERIFICATION AND DOCUMENTS FILED IN THE RECORD OR WRITE THE DATE THE VERIFICATION WAS RECEIVED ON THE DOCUMENT.

05 02 01 **** NOTICE FOOTER CHANGES RE: FAIR HEARINGS ****

EFFECTIVE WEDNESDAY, MAY 2, 2001, SEVERAL FOOTERS RELATED TO W-2 FACT FINDINGS HAVE BEEN CHANGED TO CLARIFY WHICH DATE THE 45 DAYS TO ASK FOR A FACT FINDING IS BASED UPON. THE OLD LANGUAGE STATED THAT TO REQUEST A FACT FINDING REVIEW, THE INDIVIDUAL MUST WRITE YOUR WORKER OR W-2 AGENCY WITHIN 45 DAYS OF THE AGENCY'S EFFECTIVE DATE. THE NEW

LANGUAGE STATES THAT THE INDIVIDUAL MUST ASK FOR THE REVIEW WITHIN 45 DAYS FROM THE DATE OF THE NOTICE, OR WITHIN 45 DAYS FROM THE EFFECTIVE DATE OF THE DECISION ANNOUNCED IN THIS NOTICE, WHICHEVER DATE IS LATER. THIS CHANGE ONLY IMPACTS THE ENGLISH VERSIONS. SPANISH VERSIONS WILL BE CHANGED EFFECTIVE NEXT WEEK. THIS CHANGE WILL BE REFLECTED IN THE NEXT W-2 MANUAL RELEASE.

05 07 01 **** QUEST CARDHOLDER EDITS ADDED ON ACDP ****

IF CARES IS CODED INCORRECTLY, TWO QUEST CARDS CAN BE ISSUED TO THE SAME PERSON IN THE SAME CASE. TO ASSIST WORKERS, WE'VE ADDED THREE EDITS TO ACDP.

1. EDIT THE FS PRIMARY PERSON ON ACPA AGAINST THE FS PAYEE ON ACDP. THE FS PAYEE FIELD MUST BE Y AND THE PAYEE TYPE CAN BE LG, AR, OR AP. IF THE FIRST NAME, MIDDLE INITIAL, AND LAST NAME ARE THE SAME, THE MESSAGE BJK "PRIMARY PERSON ON CASE AND FS PAYEE ON ACDP CANNOT BE THE SAME PERSON" WILL DISPLAY.
2. EDIT THE FS PRIMARY PERSON ON ACPA AGAINST THE AB PAYEE TYPE ON ACDP. FOR THE AB, THE "EBT FORM SIGNED" FIELD MUST BE "Y". IF THE FIRST NAME, MIDDLE INITIAL, AND LAST NAME ARE THE SAME, THE MESSAGE BJI "PRIMARY PERSON AND AUTHORIZED BUYER CANNOT BE THE SAME PERSON" WILL DISPLAY.
3. EDIT THE FS PAYEE ON ACDP AGAINST THE AB PAYEE TYPE TYPE CAN BE LG, AR, OR AP. FOR THE AB, THE "EBT FORM SIGNED" FIELD MUST BE Y. IF THE FIRST NAME, MIDDLE INITIAL, AND LAST NAME ARE THE SAME, THE MESSAGE BJJ "FS PAYEE ON ACDP AND AUTHORIZED BUYER CANNOT BE THE SAME PERSON" WILL DISPLAY.

WORKERS SHOULD CAREFULLY EVALUATE CHANGES TO THE PRIMARY PERSON ON ACPA AND ENTRIES ON ACDP FOR FS AG'S. CHECK BIET TO IDENTIFY CURRENT QUEST CARDHOLDERS BEFORE MAKING THESE CHANGES.

05 09 01 *****FS QC TIP OF THE WEEK*****

MAKE SURE TO NOTE THE DATE CHECK IS RECEIVED BY CUSTOMER IF IT DIFFERS FROM THE DATE THAT APPEARS ON THE CHECK STUB. THIS WILL ENSURE THAT YOU ARE USING THE MOST RECENT CHECK STUBS IN YOUR PROSPECTIVE ESTIMATE AS WELL AS ESTABLISHING THE PAY SCHEDULE.

05 10 01 **** DUI QUERIES UNAVAILABLE THIS SATURDAY ****

THE DUI DATABASES WILL NOT BE AVAILABLE THE WEEKEND OF MAY 12 & 13. WHEN THE WAGE (DXAW) AND NEW HIRE (DXNH) QUERY SCREENS DISPLAY, DURING AN INTAKE OR REVIEW, A RESPONSE WILL NOT BE RETURNED WHEN "ENTER" IS PRESSED. PRESS PF17 TO CONTINUE IN THE DRIVER FLOW.

05 17 01 **** DX - WTPY MATCH ****

WE HAD TECHNICAL PROBLEMS WILL RUNNING THE MAY 10, 2001 WTPY PROCESS. THE CORRECT DISPOSITIONS WERE CREATED BUT THE ACCOMPANYING ALERTS HAD A 1999 DATE, AND THUS WERE DELETED THE NEXT DAY. THESE WOULD HAVE BEEN '242 SSI VERIFIED/SEE DXSX' ALERTS. THE DISPOSITIONS, HOWEVER, REMAIN AVAILABLE TO WORKERS, AND CAN BE VIEWED ON DXRL (SSWI EXCHANGE TYPE). THEY SHOULD BE PROCESSED AS USUAL.

05 17 01 **** DUPLICATE QUEST CARDS AND DELAYED QUEST CARDS ***

WE WERE NOTIFIED BY CSI THAT THERE WAS A DUPLICATE PRODUCTION OF 382 QUEST CARDS FROM 5/10/01. THEY WERE PRODUCED ON 5/11/01 AND 5/12/01 AND IT WASN'T DETECTED UNTIL AFTER PRODUCTION AND MAILING. THE CARDS ARE IDENTICAL (SAME PAN AND SAME NAME). IF CARES ORDERED THE CARD, THE UPDATED DATE ON BIET IS 5/10/01. FOR CARES-ORDERED CARDS AND LOST/STOLEN/DAMAGED CARDS REPLACED BY CSI CUSTOMER SERVICE, THE DATE OF ISSUE ON THE CSI CARDHOLDER INQUIRY SCREEN (SF6 FROM BALANCE INQUIRY) IS 5/10/01. THE SAME DATE IS REFLECTED ON THE CARD HISTORY INQUIRY SCREEN. IF YOU GET CALLS REGARDING DUPLICATE CARDS, TELL THE CARDHOLDER TO CUT UP AND DISPOSE OF ONE OF THE CARDS.

288 CARDS FROM 5/11/01 WILL NOT BE PRODUCED UNTIL TODAY - 5/16/01 (4 DAY DELAY). IF CARES ORDERED THE CARD, THE UPDATED DATE ON BIET IS 5/11/01. THE CSI DATE OF ISSUE IS 5/11/01. IF YOU ARE CONTACTED BY THE CARDHOLDER, YOU MAY WANT TO ISSUE AN EMERGENCY REPLACEMENT CARD IF YOUR AGENCY DEEMS THAT AN EMERGENCY EXISTS.

CSI CUSTOMER SERVICE WILL BE NOTIFIED SO THAT THEY CAN RESPOND TO QUESTIONS ABOUT DUPLICATE CARDS AND CARDS NOT RECEIVED TIMELY.

05 22 01 **** PROSHOP AND COACH'S CORNER ****

THE MAY 2000 PROSHOP AND COACH'S CORNER HAS BEEN PUBLISHED FOR INCOME MAINTENANCE AND CHILD SUPPORT.

05 25 01 **** DXSX CHANGES ****

TWO NEW FIELDS WILL BE ADDED TO THE DXSX SCREEN EFFECTIVE 5/29/01. THE APPEAL DECISION CODE AND APPEAL DECISION DATE ARE NOW LISTED JUST BELOW THE DISABILITY DET FIELD. A NEW REFERENCE TABLE TO EXPLAIN THE APPEAL DECISION CODES IS TDDC. ALSO, THE APPEAL DET FIELD NOW CONTAINS A CODE AND DATE WHICH EXPLAIN THE CURRENT LEVEL OF THE APPEAL, IN ACCORDANCE WITH SSA CHANGES. THE NEW VALUES ARE IN REFERENCE TABLE TDSI.

05 26 01 *** MA U POLICY IMPLEMENTATION DELAYED ***

DUE TO UNFORESEEN CIRCUMSTANCES, IMPLEMENTATION OF THE NEW MEDICAID UNEMPLOYED PARENTS POLICY (AS DESCRIBED IN OPS MEMO 01-28) HAS BEEN DELAYED INDEFINITELY. THE CARES CHANGES ASSOCIATED WITH THIS POLICY CHANGE WILL NOT BE IMPLEMENTED IN CARES AT THIS TIME. WE WILL KEEP YOU APPRISED OF ANY CHANGES IN THIS SITUATION.

05 26 01 *** POWER CASCADE ***

THE CHANGES ASSOCIATED WITH THE POWER CASCADE WILL BE IMPLEMENTED ON 5/29/01 AS SCHEDULED.

05 26 01 THERE ARE SEVERAL SCREENS OF CARES UPDATES TODAY.

**** POP OPENS ****

NEW PROCEDURES ARE BEING IMPLEMENTED TO PREVENT FOOD STAMPS FROM 'POPPING OPEN' WHEN A NEW REQUEST FOR FOOD STAMPS HAS NOT BEEN MADE. AN OPERATIONS MEMO WILL BE ISSUED SHORTLY TO EXPLAIN THE CARES CHANGES AND PROCEDURES.

**** EXPEDITED ISSUANCE ****

HISTORY HAS BEEN ADDED TO THE PRIORITY SERVICE SCREEN, ACPS. ANY UPDATES MADE FROM TODAY FORWARD WILL BE KEPT IN HISTORY. TO SEE THE HISTORY ENTER THE CASE NUMBER/FUTURE DATE IN THE PARM. WE HAVE ALSO ADDED LAST UPDATED DATE AND A NEW FIELD FOR THE WORKER TO ENTER THE ACTUAL DATE OF THE PRIORITY SERVICE DETERMINATION WHICH CAN BE DIFFERENT THAN THE RFA DATE.

SEVERAL FIXES HAVE BEEN MADE TO ALLOW THE EXPEDITED ISSUANCE OF FOOD STAMPS WHERE APPROPRIATE. THE FIXES THAT WERE MADE ARE: 1) TO NOT ALLOW EXPEDITED ISSUANCE OF FOOD STAMPS WHEN A REVIEW HAS BEEN COMPLETED PRIOR TO THE EFFECTIVE DATE OF CLOSURE. 2) THE EXPEDITED SWITCH ON AGBI IS SET TO Y WHEN IT IS APPROPRIATE TO ISSUE EXPEDITED ISSUANCE AND WILL NOW FLIPPED BACK TO N WHEN IT IS NOT APPROPRIATE. 3) WHEN A FS AG HAS BEEN CLOSED FOR AT LEAST ONE DAY AND THEN RE-OPENS, EXPEDITED ISSUANCE WILL BE ALLOWED IF THE GUIDELINES HAVE BEEN MET.

05 26 01 **** NEW REASON CODES ****

EFFECTIVE IMMEDIATELY, AG REASON CODE 424 WILL BE GENERATED FOR DENIALS WHEN THERE ARE HOUSEHOLD MEMBERS WHO ARE A.) ELDERLY, BLIND, DISABLED B.) PREGNANT, C.) A CHILD, OR D.) AN ADULT CARING FOR A CHILD ON THE CASE, BUT THEY MUST COME IN ON THEIR OWN TO APPLY FOR MEDICAID. PREVIOUSLY THESE AGS WERE GETTING NOTICES WITH THE 376 TEXT. YOU CAN USE CURD TO LOOK AT THE EXACT TEXT FOR BOTH OF THESE REASON CODES.

REASON CODE 423 - THE PP IS EITHER A LIVE IN ATTENDANT OR IS IN A RCAC WILL BE SET FOR FOOD STAMPS FOR EITHER A DENIAL OR A CLOSURE WHEN THE PRIMARY PERSON IS IN LIVING ARRANGEMENT 12 - LIVE IN ATTENDANT OR 25 - RESIDENTIAL CARE APARTMENT COMPLEX AS ENTERED ON ANLA. THIS REASON CODE REPLACES 412 THAT WAS BEING SET FOR FOOD STAMPS.

**** 54 MONTH CLOCK NOTICES ****

EFFECTIVE MAY 28, 2001, CARES WILL BEGIN GENERATING NOTICES INFORMING INDIVIDUALS IN ANY W-2 PLACEMENT WHEN THEY HAVE REACHED 54 MONTHS ON THEIR W-2 60-MONTH LIFETIME ELIGIBILITY CLOCKS. INDIVIDUALS WHO REACH 54 MONTHS AND ARE NOT IN A W-2 PLACEMENT SHOULD ALSO GET THIS NOTICE. HOWEVER, NOTICES FOR THESE NON-W-2 PLACEMENT INDIVIDUALS WILL NOT BE AUTOMATED UNTIL JUNE 2001. THEREFORE, REGIONAL STAFF WILL CONTACT ANY AGENCY WITH NON-W-2 PLACEMENTS INDIVIDUALS WHO HAVE REACHED 54 MONTHS ON THE 60-MONTH CLOCK IN THE MONTH OF MAY AND PROVIDE INSTRUCTIONS ON HOW TO ISSUE A MANUAL NOTICE TO THESE INDIVIDUALS.(MORE)

05 26 01 **** CHILD CARE SCREEN ENHANCEMENTS ****

SYSTEM ENHANCEMENTS TO CCPS - CCAP AND CCAD WILL NOW ALLOW THE SELECTION INDICATOR TO BE EITHER X OR S. CCAP, CCAD, CCQH AND CCSP WILL NOW ALLOW THE USE OF PF7 TO SCROLL BACK AFTER HAVING USED PF8 TO VIEW MORE DATA.

*** BADGERCARE LOOPING FIX ***

THE PROBLEM THAT CAUSED SOME BADGERCARE CASES TO LOOP WHEN BADGERCARE WAS CLOSING DUE TO AN OPENING OF A HIGHER CATEGORY OF MA HAS BEEN CORRECTED.

05 30 01 **** ANOTHER WEEKEND FIX ****

THE PROBLEM THAT CAUSED SOME BADGERCARE CASES TO LOOP WHEN BADGERCARE WAS CLOSING DUE TO AN OPENING OF A HIGHER CATEGORY OF MA HAS BEEN CORRECTED.

05 30 01 NEW SCREEN - SMPT

THIS SCREEN ALLOWS STAFF TO ADD OR CHANGE A DEFAULT PRINTER ID. IT ALSO ALLOWS STAFF TO PERFORM A TEST PRINT, BY PRESSING THE PF13 KEY, TO VERIFY IF THE PRINTER ID IS VALID.

THIS PROCESS REPLACES THE PREVIOUS PROCESS WHICH LINKED TERMINAL IDS WITH PRINTER IDS. WITH THIS CHANGE, THE PRINTER ID IS LINKED TO A STAFF PERSON BY USING THAT PERSON'S LOGON ID.

PLEASE REVIEW THE HELP SCREENS FOR ASSISTANCE.

06 05 01 **** CLARIFICATION OPERATIONS MEMO 01-29 ****

THERE IS A TYPOGRAPHICAL ERROR IN EXAMPLE #2 OF OPS-MEMO 01-29 - FOOD STAMP "POP OPEN" CASES. IN EXAMPLE #2, THE SENTENCE THAT SAYS: "HOWEVER, IF THE CUSTOMER VERIFIES A DECREASE IN ASSETS ON OR AFTER JULY 11, A NEW APPLICATION IS REQUIRED." SHOULD SAY JULY 1.

06 06 01 *****FS QC TIP OF THE WEEK*****

WHEN A CUSTOMER HAS PROVIDED INFORMATION OR VERIFICATION BEFORE ADVERSE ACTION (CUTOFF), IT MUST BE ACTED ON PRIOR TO ADVERSE ACTION, EVEN IF OTHER UNVERIFIED INFORMATION EXISTS. THE CASE SHOULD PEND OVER ADVERSE ACTION ONLY FOR ANY UNVERIFIED INFORMATION

06 12 01 THE CURTIS & ASSOC. ECM TRAINING ANNOUNCEMENT "GIVING AND RECEIVING FEEDBACK FOR GROWTH AND CONTINUAL EFFECTIVENESS" WAS LEFT OUT OF THE MAILING OF THE QUARTERLY TRAINING PREVIEW. THIS ONE DAY WORKSHOP WILL BE OFFERED IN OSHKOSH ON SEPT. 6 AND MILWAUKEE ON JULY 17 AND 18 AND SEPT. 18 AND 19. INFORMATION ON CONTENT IS CONTAINED IN THE QUARTERLY TRAINING PREVIEW.

06 13 01 *****QC TIP OF THE WEEK*****

IT IS THE CUSTOMER'S RESPONSIBILITY TO INITIATE THE REQUEST TO BE ADDED BACK TO THE FS GROUP FOLLOWING A VOLUNTARY QUIT SANCTION. THEY ARE ADDED BACK THE FIRST OF THE MONTH FOLLOWING THE END PERIOD OF INELIGIBILITY OR THE FIRST OF THE MONTH FOLLOWING THEIR REQUEST TO BE ADDED BACK TO THE FS GROUP, WHICHEVER IS LATER. THE WORKER COMPLETES THE RE-REQUEST ON SCREEN AFLE. REFER TO OPS MEMO 01-23. THIS POLICY IS ALSO TRUE FOR FSET SANCTIONS.

06 13 01 *****QC TIP OF THE WEEK*****

IT IS THE CUSTOMER'S RESPONSIBILITY TO INITIATE THE REQUEST TO BE ADDED BACK TO THE FS GROUP FOLLOWING A VOLUNTARY QUIT SANCTION. THEY ARE ADDED BACK THE FIRST OF THE MONTH FOLLOWING THE END PERIOD OF INELIGIBILITY OR THE FIRST OF THE MONTH FOLLOWING THEIR REQUEST TO BE ADDED BACK TO THE FS GROUP, WHICHEVER IS LATER. THE WORKER COMPLETES THE RE-REQUEST ON SCREEN AFLE. REFER TO OPS MEMO 01-23. THIS POLICY IS ALSO TRUE FOR FSET SANCTIONS.

06 20 01 *****QC TIP OF THE WEEK*****

IF A STUDENT IS ATTENDING AN INSTITUTE OF HIGHER CARES USES THE "IH" CODE TO DETERMINE STUDENT ELIGIBILITY FOR FOOD STAMPS.

06 20 01 **** FS REVIEW DATES ****

FOR FS, IT IS IMPORTANT TO CHECK THE REVIEW DATE SET BY CARES. CHECK AGOR AND ADJUST THE FS REVIEW DATE AS NECESSARY TO ENSURE THAT THE FS CERTIFICATION PERIOD IS SET FOR 6 OR 12 MONTHS. THIS ACTION WILL HELP PREVENT QA ERRORS, AS MOST OF THE FEDERAL WAIVERS WE HAVE ONLY APPLY TO CASES GIVEN 6 OR 12 MONTH CERTIFICATION PERIODS.

06 22 01 *****CLIENT NOTICES*****

EFFECTIVE WITH CLIENT NOTICES GENERATED ON OR AFTER 6/22/01 THE UP-FRONT ELIGIBILITY SUMMARY WILL NOW DISPLAY MA DIFFERENTLY. DEPENDING UPON THE PROGRAM OF MA INCLUDED IN THE NOTICE, THE ELIGIBILITY SUMMARY WILL DISPLAY THE RESULTS AS SPLIT OUT INTO FOUR CATEGORIES (NO LONGER JUST ONE):

MEDICAID FOR FAMILIES
MEDICAID FOR THE ELDERLY, BLIND AND DISABLED
LONG TERM CARE
MEDICARE PREMIUM ASSISTANCE PROGRAMS

06 23 01 **** CHANGES TO APNC ****

WE HAVE ADDED A NEW EDIT TO THE SCREEN. IF YOU TRY TO CHANGE THE SHORT LIST NUMBER TO ANOTHER PERSON'S NUMBER, YOU MUST MAKE SURE THE COOPERATION INDICATORS ARE CHANGED TO "Y" FIRST. THIS WILL HELP PREVENT PROBLEMS WITH CUSTOMERS BEING INCORRECTLY SANCTIONED FOR NON-COOP WITH CHILD SUPPORT. WE HAVE ALSO ADDED A NEW VALUE TO THE GOOD CAUSE CLAIMED FIELD. THE NEW VALUE IS "W" FOR WITHDRAWN. WHEN A CUSTOMER WITHDRAWS THEIR REQUEST FOR CLAIMING GOOD CAUSE, ENTER A W IN THIS FIELD. THE "W" CAN ONLY BE ENTERED IF A GOOD CAUSE CLAIM CURRENTLY EXISTS. WHEN YOU HIT ENTER TO GET OFF OF THE SCREEN, YOU WILL RECEIVE A MESSAGE REMINDING YOU TO MAKE SURE THE IVD REFERRAL SWITCH ON APGI IS CHANGED BACK TO A "Y".

06 23 01 **** ENHANCEMENTS TO CCPS ****

CHILD CARE PROVIDER SCREENS - CCMC - MAINTAIN CATEGORY SCREEN AND CCTL - TAX/LEVY /CLAIM SCREEN WILL NOW ALLOW THE USE OF PF7 FUNCTIONALITY TO SCROLL BACK AFTER HAVING USED PF8 TO VIEW MORE DATA.

06 26 01 THE PRO SHOP AND COACH'S CORNER FOR INCOME MAINTENANCE AND CHILD SUPPORT HAVE BEEN PUBLISHED FOR JUNE. CHECK THEM OUT.

ALSO, THE THIRD QUARTER TRAINING PREVIEW IS NOW PUBLISHED. YOU CAN ACCESS THE QUARTERLY PREVIEW AT:
[HTTP://WWW.DWD.STATE.WI.US/DESTRAIN/TRAINSEC](http://www.dwd.state.wi.us/destrain/trainsec)

06 26 01 **** CARRIER MASTER CHANGES. ****

THE FOLLOWING CHANGES WERE IMPLEMENTED REGARDING INSURANCE CARRIER CODES AS OF MONDAY JUNE 25TH:

A NEW SCREEN CALLED MICC HAS BEEN CREATED WHICH CONTAINS THE COMPLETE LIST OF INSURANCE CARRIERS AND THEIR CODES. CARRIER CODES CAN BE FOUND BY ENTERING THE NAME (OR PARTIAL NAME) OF THE INSURANCE CARRIER IN THE SEARCH STRING PARM.

A POUND SIGN ON AFMC IN THE CARRIER CODE FIELD WILL BRING YOU TO THE NEW MICC SCREEN INSTEAD OF THE REFERENCE TABLE.

OPERATIONS MEMO WILL FOLLOW.

06 27 01 **** FS AND CLOSURE CODE 142 ****

PER OPS MEMO 01-29, PROCESSING FS CASES OUTSIDE OF THE 41 DAY TIMELINE WILL CAUSE A FS CASE TO CLOSE WITH REASON CODE 142. IF A FS CASE IS FAILING WITH A '142' CODE AND IT SHOULD BE OPENING, PLEASE CONTACT YOUR CARES/POLICY COORDINATOR FOR INSTRUCTION. THESE SITUATIONS MAY REQUIRE CONTACT WITH THE CALL CENTER.

06 28 01 **** MEDICAID PROGRAM SIMPLIFICATION ****

OPERATIONS MEMO 01-39 MEDICAID PROGRAM SIMPLIFICATION HAS BEEN POSTED TO THE DWD EXTRANET ON 6/28/01. PRINTED COPIES WILL BE DISTRIBUTED TO AGENCIES WITHIN 2 - 3 WEEKS. COPIES OF THE SIMPLIFIED APPLICATION FORM DES 12277 WILL BE DISTRIBUTED TO AGENCIES AFTER JUNE 26 AND IS AVAILABLE ON THE DWD FORMS PAGE. CARES CHANGES WILL BE MOVED FRIDAY, JUNE 29TH. AN ETN HAS BEEN SCHEDULED FOR JULY 16TH AT 1 PM.

06 29 01 **** EBT-300 DAY WARNING LETTER ****

CARES WILL GENERATE EBT 300-DAY WARNING LETTERS TODAY FOR CASES THAT ARE ON EOS REPORT CARES-BI727A-BOM-"EBT ACCOUNT BALANCES OVER \$5 THAT MAY BE EXPUNGED IN AUGUST 2001". THE LETTERS WILL BE MAILED ON MONDAY, 7/2/01. THERE ARE 882 CASES STATEWIDE WITH ACCOUNT BALANCES OVER \$5. CARES WILL ALSO GENERATE AN ALERT TO THE WORKER '300 DAY WARNING EBT BAL > \$5' IF THE ACCOUNT BALANCE IS GREATER THAN \$5. IF THE PRIMARY PERSON HAS A OUTSTANDING CLAIM BALANCE GREATER THAN \$25, CARES WILL GENERATE THE ALERT '300 DAY WARNING EBT BAL > \$25' TO THE ASSIGNED WORKER ON BVRF AND TO THE BV COORDINATOR LISTED ON CARES TABLE TCRD. OUTSTANDING CLAIMS ARE ALSO LISTED ON THE REPORT. CARES WILL NOT GENERATE THE WARNING LETTER OR ALERTS IF THE PRIMARY PERSON IS DECEASED. FOLLOW-UP INSTRUCTIONS WERE MAILED TO THE EBT COORDINATOR IN EACH AGENCY ON 6/27/01.

06 29 01 **** CLARIFICATION OF OPS MEMO 01-29 ****

'FOOD STAMP POP OPEN CASES'- BOTTOM OF PAGE 1 SHOULD SAY 'WORKERS MAY BE ALLOWED UP TO 40 DAYS TO PROCESS APPLICATIONS SINCE 10 DAYS MUST BE ALLOWED FOR CUSTOMERS TO PROVIDE REQUESTED VERIFICATION AND THERE ARE SOME CIRCUMSTANCES WHERE AN APPLICATION INTERVIEW MAY NOT BE COMPLETED PRIOR TO THE 20TH DAY OF THE 30 DAY PROCESSING

PERIOD.' THE POLICY FOR 30 DAY APPLICATION PROCESSING HAS NOT CHANGED, HOWEVER CARES WILL ALLOW UP TO 41 DAYS FOR PROCESSING BEFORE THE '142' DENIAL CODE WILL BE SET.

06 30 01 **** WEEKEND FIXES AND ENHANCEMENTS ****

FOOD STAMPS-THE FS VEHICLE EXEMPTION POLICY IS EFFECTIVE 7-1-01 AND HAS BEEN AUTOMATED IN CARES. PLEASE REFER TO OPERATIONS MEMO 01-33 FOR DETAILS.

06 30 01

AALA-WE HAVE FIXED A DATA ENTRY PROBLEM ON THE LIQUID ASSET SCREEN, AALA. YOU NOW SHOULD BE ABLE TO ENTER BACK-DATED ASSET INFORMATION IN THE BEGIN MMY FIELD.

06 30 01 **** 60 MONTH CLOCK EXTENSIONS ****

EFFECTIVE TODAY WORKERS WILL HAVE THE ABILITY TO CREATE EXTENSIONS FOR THE W2 60 MONTH CLOCKS. AIWE AND AIWC SCREENS HAVE BEEN MODIFIED AND WILL ACCEPT NEW 60 MO CLOCK EXTENSIONS. NEW LETTERS AND ALERTS ARE ALSO GENERATED FOR 60 MONTH CLOCK TICKS AND EXTENSIONS. CREATING THESE EXTENSIONS ARE SIMILAR TO CREATING 24 MONTH CLOCK EXTENSIONS. THE CARES DESK AID IS AVAILABLE IN THE CARES GUIDE SECTION 2, APPENDIX 03, THAT DETAILS BASIC INSTRUCTIONS FOR POSTING BOTH 24 MONTH AND 60 MONTH CLOCKS EXTENSIONS. ALSO REFERENCE OPS MEMO 01-30 FOR POLICY REGARDING THESE EXTENSIONS.

06 30 01 CASELOAD MANAGEMENT AND SECURITY MAINTENANCE SCREENS

SYSTEM ENHANCEMENTS TO CM AND SM SCREENS WILL NOW ALLOW THE SELECTION INDICATOR TO BE EITHER X OR S

07 03 01 **** NEW CHILD CARE EOS REPORTS ****

THE EOS REPORTS FS CASES W/CC INCOME STATE SUMMARY (CC43) AND FS CASES WITH CHILD CARE INCOME (CC42) ARE BEING REPLACED WITH THE NEW REPORTS FS AND MA CASES WITH CHILD CARE INCOME. THE NEW REPORTS WILL IDENTIFY CASES WHERE THE PRIMARY PERSON IS A CHILD CARE PROVIDER RECEIVING ISSUANCE FROM THE CHILD CARE SUBSIDY PROGRAM AND ALSO RECEIVES FS AND/OR MA. THE REPORTS WILL BE AVAILABLE 7/3/01. THE REPORTS WILL RUN IN THE CCR CYCLE.

07 03 01 CCMC AND CCTL NOW HAVE PF7 FUNCTIONALITY.

07 04 01 **** CARRIER CODES ****

NOW THAT WE HAVE THE FULL CARRIER FILE AVAILABLE ON CARES, WHEN DOING REVIEWS PLEASE CHANGE CARRIER CODE 'OTH' TO A CARRIER CODE OFF OF THE CARRIER MASTER FILE. SEE OPS MEMO 01-40 FOR DETAILS.

07 06 01 ***** IRS DATA EXCHANGE *****

THE IRS DATA EXCHANGE WHICH RAN ON FRIDAY, JUNE 29, RESULTED IN DISCREPANCY RECORDS WHICH WERE NOT ACCESSIBLE BY WORKERS. THIS WAS A RESULT OF THE WRONG RUN DATE BEING USED. THESE RECORDS HAVE NOW BEEN CORRECTED, AND WORKERS SHOULD BE ABLE TO VIEW THE DATA FOR THEIR CASES. THANK YOU TO THOSE WORKERS WHO CALLED QUICKLY TO REPORT THIS PROBLEM SO WE COULD CORRECT THE DATA IMMEDIATELY.

07 07 01 THE WEEKEND OF JULY 6TH WE WILL RUN A VERSION OF THE DECEMBER COLA TO CORRECT A FEDERAL ERROR MADE IN THE CALCULATION OF SS, SSI BENEFITS, AND MEDICAID ELIGIBILITY PARAMETERS (SEE OPS MEMO 01-42). THIS VERSION OF COLA WILL ONLY UPDATE THE AFUI SCREENS AND NOT RE-DETERMINE ELIGIBILITY. THE CARES TABLE CHANGES FOR AUGUST HAVE ALREADY BEEN MADE.

DUE TO THE TIMING OF THE MONTHLY MATCH (RUN ON JUNE 29TH) AND COLA RUN (JULY 6TH), WORKERS SHOULD MERELY CLEAR THE '058 SSI DISCREPANCY' ALERTS AND ACCOMPANYING DISPOSITIONS BY ENTERING NA (NO ACTION REQUIRED) ON DXRU FOR THE JUNE 29 SSI MATCH RECORDS.

07 11 01 **** FS QC TIP OF THE WEEK ****

WHEN CHILDREN TURN 18, THEIR EARNED INCOME IS COUNTED IN THE FOOD STAMP GROUP AND THE BENEFIT CALCULATION IN THE MONTH FOLLOWING THEIR 18TH BIRTHDAY, EVEN IF THEY ARE STILL ENROLLED FULL TIME IN HIGH SCHOOL.

07 11 01 **** HOW TO PEND COMMUNITY WAIVERS ****

TO PEND MEDICAID FOR A COMMUNITY WAIVERS CASE A '?' MUST BE ENTERED IN THE FIELD 'COMMUNITY WAIVERS FUNCTIONALLY ELIGIBLE? (Y/N/?): 'ON SCREEN ANCW. AN ENTRY OF ?,Q?,NV OR QV IN THE VERIFICATION FIELD FOR 'COMMUNITY WAIVERS PROGRAM TYPE' OR 'COMMUNITY WAIVERS PROGRAM START DATE' WILL NOT PEND MEDICAID FOR COMMUNITY WAIVERS.

07 14 01 **** CARES CALL CENTER CLOSED ****

THE CARES CALL CENTER WILL BE CLOSED FROM 12:45 - 3:00 ON MONDAY, JULY 16TH TO ATTEND THE PROGRAM SIMPLIFICATION ETN.

07 17 01 ***** SECURITY *****

LAST WEEK A MESSAGE WAS SENT TO CARES AND POLICY COORDINATORS INFORMING THEM OF UPCOMING SECURITY SYSTEM CHANGES. WHERE WE KNEW THE E-MAIL ADDRESSES OF SECURITY OFFICERS, WE SENT MESSAGES TO THEM ALSO.

IF YOU ARE INTERESTED IN THIS MESSAGE, PLEASE CONTACT ONE OF THE ABOVE STAFF.

EFFECTIVE WEDNESDAY (JULY 18) UNTIL MONDAY (JULY 23) WE HAVE BEEN ASKED TO FREEZE SECURITY CHANGES. THAT MEANS WE CANNOT MODIFY ACCESS OR ADD NEW STAFF DURING THAT TIME PERIOD.

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WE WILL BEGIN AGAIN MODIFYING ACCESS AND ADDING NEW STAFF ON MONDAY (JULY 23). HOWEVER, WE HAVE BEEN ASKED TO MINIMIZE CHANGES DURING THAT WEEK.

THE PLAN IS TO IMPLEMENT THE NEW SECURITY SYSTEM ON MONDAY (JULY 29). THIS PLAN IS STILL TENTATIVE AND WILL NOT BE FINALIZED IMMEDIATELY. WE WILL NOTIFY YOU WHEN THIS, OR ANOTHER DATE, BECOMES FINALIZED.

REQUESTS FOR CHANGES/ADDITIONS SHOULD CONTINUE TO BE SENT TO DWS SECURITY. IF THE CHANGE/ADDITION IS URGENT IT SHOULD BE FLAGGED ACCORDINGLY. WE WILL WORK ON URGENT CHANGES FIRST ONCE WE ARE AUTHORIZED TO DO THAT.

07 18 01 ***** PACR JOB OPENING *****

AN APPLICANT JOB POOL IS BEING CREATED FOR A PAYMENT ACCURACY CASE REVIEWER (PACR) JOB OPENINGS. CURRENTLY AN OPENING EXISTS FOR A PACR IN MILWAUKEE COUNTY. THE PACR PROJECT IS A COLLABORATIVE EFFORT BETWEEN UW-OSHKOSH AND THE OFFICE OF FOOD STAMPS AND MA. THE EMPLOYER IS UW-OSHKOSH CCDET. TO OBTAIN THE JOB ANNOUNCEMENT SEND AN E-MAIL TO JJASTROW@EXECPC.COM OR CALL 414-329-3651. DEADLINE IS 8/17/01

07 18 01 *****FS QC TIP OF THE WEEK*****

PER FS HANDBOOK APPENDIX 12.2.23, IF A FS RECIPIENT HAS MONEYS DEDUCTED FROM OTHER PROGRAM BENEFITS AS A REPAYMENT, THE AGENCY IS REQUIRED TO CONTACT THE AUTHORITIES FOR THAT PROGRAM TO DETERMINE IF THE REASON FOR REPAYMENT WAS DUE TO INTENTIONAL FAILURE TO COMPLY. IF YOU ARE UNABLE TO SOLICIT A RESPONSE FROM THE OTHER PROGRAM AUTHORITY, DOCUMENT YOUR EFFORTS IN CMCC AND BUDGET THE NET AMOUNT OF THE PAYMENT.

07 19 01 WE ARE EXPERIENCING SOME DIFFICULTY IN THE TRANSFER OF TPL INFORMATION TO EDS. IF YOU GET A 120 ALERT ON CARES SHOWING A 555 ERROR ON MIER, AND THERE IS NO APPARENT REASON FOR HAVING THIS ERROR, THEN PLEASE IGNORE THIS ERROR UNTIL FURTHER NOTICE.

07 19 01 ***** DXQW PROBLEMS FIXED *****

YESTERDAY, JULY 18, THE WAGE QUERY EXPERIENCED PROBLEMS WHICH RESULTED IN PEOPLE GETTING BOOTED OUT OF THE SYSTEM WHEN ATTEMPTING TO GO TO DXQW. INFOTECH HAS NOW RESOLVED THE PROBLEM. ANY FURTHER PROBLEMS WITH THE WAGE QUERY SHOULD BE REPORTED TO THE CARES POLICY/CALL CENTER.

07 20 01 ***** MA AND LACK OF REVIEW CLOSURE *****

AT THE PROGRAM SIMPLIFICATION ETN ON MONDAY AGENCIES DISCUSSED THEIR CONCERNS OVER CASES NOT CLOSING CORRECTLY FOR LACK OF REVIEW. OPS MEMO 98-32 EXPLAINS WHEN A CASE SHOULD CLOSE FOR A LACK OF REVIEW (PLEASE RE-REVIEW THIS MEMO). ALL MA AGS, EXCEPT TIME LIMITED AGS, GET AN ADDITIONAL MONTH OF MA ELIGIBILITY AFTER THEIR REVIEW DUE DATE. CARES WILL CONTINUE TO SHOW THE ACTUAL REVIEW DATE FOR THESE AGS, BUT WILL NOT CLOSE THE AG UNTIL THE END OF THEIR GRACE MONTH. (IF THE REVIEW DATE FOR A CASE IS 6/30, CARES WILL NOT CLOSE THE CASE FOR LACK OF REVIEW UNTIL ADVERSE ACTION IN JULY, THIS IS PROCESSED CORRECTLY IN CARES.) DO NOT CLOSE CASES INAPPROPRIATELY BEFORE ADVERSE ACTION IN THE GRACE MONTH.

07 21 01 ***** 60 MONTH CLOCK UPDATE *****

ON 6/29/01 WE IMPLEMENTED 60 MONTH W2 CLOCK EXTENSIONS, HOWEVER THERE WAS NO CAPABILITY TO DELETE THOSE EXTENSIONS, EFFECTIVE TODAY WE HAVE PROGRAMMED THIS CAPABILITY TO DELETE EXTENSIONS THAT MAY HAVE BEEN POSTED IN ERROR. SEE CARES GUIDE SECTION 2, APPENDIX 03 FOR MORE INFORMATION, HOW TO DELETE EXTENSIONS ETC.

07 21 01

***** EBT UPDATES *****

AS ON MONDAY, JULY 23, QUEST CARDS WILL BE PRODUCED AND MAILED FROM THE CSI CARD ISSUANCE FACILITY IN JACKSONVILLE, FL. PREVIOUSLY, CARDS WERE PRODUCED AND MAILED FROM LAS VEGAS, NV. LOCAL AGENCIES SHOULD MONITOR HOW LONG IT TAKES TO RECEIVE QUEST CARDS THAT ARE MAILED TO THE LOCAL AGENCY ADDRESS. REPORT CARD 07 21 01 DELAY PROBLEMS TO THE CARES CALL CENTER.

CARES-BI727A-BOM- "EBT ACCOUNT BALANCES OVER \$5 THAT MAY BE EXPUNGED IN SEPTEMBER 2001" (C099) WILL BE AVAILABLE ON EOS AS OF 7/23. DUE TO THE LARGE VOLUME, CARES WILL GENERATE THE 300-DAY WARNING LETTERS (BIL- 3) ON 9 DIFFERENT DAYS BASED ON THE CARES CASE #:

7/27 - CASE NUMBER BEGINS WITH 0

7/30 - CASE NUMBER BEGINS WITH 1

7/31 - CASE NUMBER BEGINS WITH 2

8/2 - CASE NUMBER BEGINS WITH 3

8/3 - CASE NUMBER BEGINS WITH 4

8/6 - CASE NUMBER BEGINS WITH 5

8/7 - CASE NUMBER BEGINS WITH 6

8/9 - CASE NUMBER BEGINS WITH 7

8/10 - CASE NUMBER BEGINS WITH 8 OR 9.

ALERTS WILL BE GENERATED ON THE SAME DAY THE BIL-3 IS GENERATED. FOLLOW-UP INSTRUCTIONS WERE MAILED TO THE EBT COORDINATOR IN EACH AGENCY ON 7/18/01.

07 21 01 ***** CHILD CARE ENHANCEMENTS AND FIXES *****

WHEN 13 OR MORE CHILDREN ARE AUTHORIZED TO A LFAM PROVIDER FOR THE SAME PERIOD OF TIME THE EDIT "BK6-MORE THAN 12 CHILDREN AUTHORIZED. PRESS PF15 TO CONFIRM." WILL APPEAR ON SCREEN CCAC. PF15 HAS CHANGED TO READ "MORE THAN 6 OR 12 CHILDREN". ALERT 325 MORE THAN 12 KIDS AUTHORIZED WILL BE SENT TO THE AUTH WORKER. AN EOS REPORT LISTING LFAM PROVIDERS WITH 13 OR MORE CHILDREN AUTHED TO WILL BE AVAILABLE IN SEPTEMBER. WATCH FOR THE DXBM.

THE PROVIDER ADJUSTMENT NOTICES NOW DISPLAY THE COMPLETE ADJUSTMENT REASON. THE ADJUSTMENT REASON HAD BEEN TRUNCATED IN THE PAST.

CCWN HAS A NEW EDIT OF "BJX-BOTH BUSINESS NAME AND INDIVIDUAL NAME MUST BE ENTERED." THIS EDIT WILL APPEAR WHEN THE PROVIDER IS USING A FEIN AND IS NOT A CORPORATION. IN THIS INSTANCE, BOTH THE PROVIDER'S BUSINESS AND INDIV NAME MUST BE ENTERED.

CCPD HAS A NEW "CHECK/EFT PAYABLE NAME" FIELD. USE THIS FIELD IF THE PROVIDER'S PAYMENTS MUST BE MADE PAYABLE TO A NAME OTHER THAN THE BUSINESS OR INDIVIDUAL NAME. WATCH FOR AN OPS MEMO ON CCWN AND CCPD CHANGES.

ALERT 216-CC CASE HAS INDV WITH NO SSN WILL NO LONGER APPEAR FOR CASES THAT HAVE NOT BEEN CONVERTED.

07 23 01

***** COMPUTER SECURITY *****

THIS IS A REMINDER THAT A NEW SECURITY SYSTEM IS BEING IMPLEMENTED FOR ALL STATE SYSTEMS. THIS CHANGE IS PLANNED FOR NEXT SUNDAY (7/29) AND WILL AFFECT ALL MAINFRAME SECURITY SYSTEMS.

THE NEW SECURITY SYSTEM WILL USE PASSWORDS THAT WERE IN AFFECT ON 7/22. THESE PASSWORDS WILL BE COPIED TO THE NEW SECURITY SYSTEM. STAFF CHANGING PASSWORDS THIS WEEK SHOULD BE ADVISED THAT THOSE CHANGES WILL NOT BE RELECTED IN THE SYSTEM NEXT WEEK.

07 24 01 THE JULY, 2000 PUBLICATIONS OF THE PRO SHOP AND COACH'S CORNER ARE NOW AVAILABLE.

07 25 01 *****FS QC TIP OF THE WEEK*****

IF PROPERTY TAXES AND INSURANCE EXPENSES ARE INCLUDED IN THE MORTGAGE PAYMENT, ENTER THE TOTAL AS A MORTGAGE PAYMENT. IF THE PROPERTY TAXES AND INSURANCE PAYMENTS ARE NOT INCLUDED IN THE MORTGAGE PAYMENT, REQUEST VERIFICATION OF THE PROPERTY TAXES AND INSURANCE PAYMENTS. PRORATE THE EXPENSES TO A MONTHLY AMOUNT AND ENTER THEM TO SCREEN AFSC.

07 26 01

***** COMPUTER SECURITY *****

BEGINNING MONDAY JULY 30TH, A NEW SIGN-ON SCREEN WILL BE USED FOR IMS APPLICATIONS SUCH AS CARES. THIS NEW SCREEN WILL ASK FOR YOUR USER ID AND PASSWORD JUST AS THE OLD SCREEN DID. HOWEVER, PASSWORD CHANGES WILL BE A LITTLE DIFFERENT.

A NEW FIELD ENTITLED "NEW PASSWORD" WILL BE USED FOR ENTERING PASSWORD CHANGES INSTEAD OF USING A "/". WHEN A NEW PASSWORD IS KEYED IN THE NEW FIELD AND THE 'ENTER KEY' IS PRESSED, A SECOND SCREEN WILL APPEAR ON WHICH THE USER WILL NEED TO RETYPE THE NEW PASSWORD EXACTLY AS IT WAS ON THE FIRST SCREEN. THIS IS DONE TO ENSURE THE USER KNOWS HIS/HER PASSWORD. OTHER SIGN-ON SCREENS HAVE REQUIRED THE VERIFICATION OF THE PASSWORD FOR SEVERAL YEARS. THE SIGN-ON SCREEN FOR CARES HAS NOT AND MANY USERS HAVE CHANGED THEIR PASSWORD AND KEYED THE NEW ONE INCORRECTLY WITHOUT KNOWING IT. THIS CAUSED A PROBLEM THE NEXT TIME THE USER ATTEMPTED TO SIGN IN.

WE BELIEVE THIS WILL ELIMINATE MANY ERRORS IN THE SIGN-ON PROCESS.

07 31 01 ***** COLA UPDATE REPORTS *****

ON JULY 6, 2001 A COLA UPDATE FOR SSI INCOME (SI ON SCREEN AFUI) WAS DONE IN CARES. UNFORTUNATELY, IN SEVERAL GROUPS OF CASES INCORRECT SI AMOUNTS WERE ENTERED ON AFUI. IT APPEARS THAT IN MOST OF THE ERROR CASES THE UPDATED AMOUNT WAS LESS THAN THE CORRECT AMOUNT, AND INCORRECT INCOME WAS USED IN THE FS BENEFIT ELIGIBILITY DETERMINATION FOR AUGUST.

ON THE WEEKEND OF JULY 28, 2001, ANOTHER AUTOMATED UPDATE WAS RUN IN CARES TO CORRECT THESE CASES. REPORTS WERE SENT OUT ON 07/27/01 TO LOCAL AGENCY CARES COORDINATORS IDENTIFYING THESE CASES WITH INSTRUCTIONS FOR THE REQUIRED ACTION NEEDED. THE UPDATE SHOULD HAVE CORRECTED THE ERROR. HOWEVER, WORKERS STILL NEED TO CHECK EACH CASE FOR ACCURACY. IF OVERPAYMENTS HAVE OCCURRED, CLAIM DETERMINATIONS WILL NEED TO BE DONE FOR EACH CASE.

CORRECTIVE ACTION IS REQUIRED PRIOR TO AUGUST 2001 CUTOFF TO AVOID FUTURE ERRORS.

08 02 01 *****FS QC TIP OF THE WEEK*****

THE FS ERROR RATE FOR THE BALANCE OF THE STATE, EXCLUDING MILWAUKEE, HAS INCREASED TO ALMOST 10% DURING APRIL, MAY AND JUNE. PLEASE REMEMBER TO TAKE CORRECTIVE ACTION ON ALL CHANGES, REVIEWS AND APPLICATIONS. PLEASE CHECK THE BUDGET SCREENS ON EESI AND EEIE BEFORE CONFIRMING TO MAKE SURE CORRECT BENEFITS ARE ISSUED.

08 04 01 ***** FS REVIEW DATE REPORT *****

A DXBM WAS SENT OUT ON 06/20/01 REMINDING STAFF OF THE IMPORTANCE OF CHECKING THE NEXT REVIEW DATE IN CARES AT EVERY CERTIFICATION TO ENSURE THE FS CERTIFICATION PERIOD HAS BEEN SET FOR 6 OR 12 MONTHS. THIS IS IMPORTANT BECAUSE IT CAN HAVE A DIRECT EFFECT ON OUR STATE ERROR RATE.

THE PROBLEM OCCURS WHEN A REVIEW IS STARTED IN ONE MONTH, AND CONFIRMED IN THE NEXT MONTH. THESE CASES WILL BE CERTIFIED FOR 7 MONTHS OR 13 MONTHS. THE WAIVER NO LONGER APPLIES TO THESE CASES, AND FEDERAL REGULATIONS REQUIRE QC TO LOOK AT ALL CHANGES OF EARNED INCOME OF \$25 OR MORE AND TREAT THIS INCOME AS IF IT SHOULD HAVE BEEN REPORTED.

A REPORT HAS RECENTLY BEEN SENT TO COUNTY CARES COORDINATORS. THE REPORT SHOWS CASES THAT HAVE BEEN CERTIFIED FOR LONGER THAN 6 AND 12 MONTHS. PLEASE CHECK AGOR ON THESE CASES AND ADJUST THE REVIEW DATES AS NECESSARY TO ENSURE THE CORRECT REVIEW DATE IS SET.

THE REPORTS WERE FOR CASES THAT HAD REVIEWS DUE 05/31/01, AND 06/30/01. THE NEXT REPORT WILL BE FOR 07/31/01 REVIEWS, AND UNTIL MORE IS KNOWN ABOUT CORRECTING THE PROBLEM THIS REPORT WILL CONTINUE TO BE GENERATED ON A MONTHLY BASIS.

08 08 01 *****FS QC TIP OF THE WEEK*****

IF A CUSTOMER CHOOSES TO USE ACTUAL UTILITY EXPENSES AND HAS RECEIVED A LIHEAP PAYMENT, CARES WILL OVERRIDE THE ACTUAL EXPENSES AND USE THE STANDARD DEDUCTION IF A "Y" IS ENTERED ON AFTQ FOR THE LIHEAP QUESTION. TO USE ACTUAL, A WORK AROUND WILL NEED TO BE DONE BY ENTERING A "N" ON AFTQ FOR THE LIHEAP QUESTION AND DOCUMENTING IN CASE COMMENTS.

08 08 01 ***** SUGGESTED PRACTICE--ENTER ONLY ONE PERSON DURING CLIENT REGISTRATION *****

NEW WORKER TRAINING IN THE FUTURE WILL BE ADVISING WORKERS TO ENTER ONLY ONE PERSON FOR A CASE ON CRIR DURING THE CLIENT REGISTRATION PROCESS. THERE IS LESS CHANCE OF MULTIPLE PINS FOR INDIVIDUALS BEING CREATED IF THE REST OF THE CASE MEMBERS ARE ADDED AT THE TIME OF APPLICATION. MULTIPLE PINS CAUSE A NUMBER OF PROBLEMS FOR WORKERS AND ARE DIFFICULT AND TIME CONSUMING TO SOLVE.

08 08 01 ***** NEW CRT ANNOUNCEMENT *****

THE MEDICAID PROGRAM SIMPLIFICATION CBT - KEEP IT SIMPLE, S.A.M. IS NOW AVAILABLE ON THE WEB. AN EMAIL CONTAINING THE TRAINING ANNOUNCEMENT HAS BEEN SENT TO ALL AGENCY SUPERVISORS AND LEAD WORKERS.

08 09 01 ***** TPL INFORMATION *****

IN MID JULY WE HAD SENT OUT A DXBM EXPLAINING THAT THERE HAD BEEN PROBLEMS WITH TRANSFERRING TPL INFORMATION TO EDS, AND WE HAD REQUESTED THAT YOU IGNORE 120 ALERTS SHOWING A 555 ERROR ON MIER. AS OF THIS WEEK, THOSE PROBLEMS HAVE BEEN FIXED. WORKERS SHOULD AGAIN START TO WORK 555 ERRORS ON MIER RESULTING FROM INFORMATION ENTERED ON OR AFTER MONDAY AUGUST 6TH.

08 10 01 ***** OPS MEMO 01-49 *****

THE PRINTING OF OPS MEMO 01-49 HAS BEEN DELAYED AND WILL NOT BE OUT TO LOCAL AGENCIES UNTIL THE END OF NEXT WEEK. THE INFORMATION IN OPS MEMO 01-49 IS BEING SENT TO CHILD CARE PROVIDERS IN THE FORM OF A CHECK STUFFER BEGINNING 8/13/01. PLEASE REVIEW THE OPS MEMO ON THE INTERNET AT: [HTTP://DWDWORKWEB/DES/BWSP/2001OMS/01-049.PDF](http://DWDWORKWEB/DES/BWSP/2001OMS/01-049.PDF). A COPY OF THE CHECK STUFFER WILL BE ATTACHED TO OPS MEMO THAT IS SENT TO LOCAL AGENCIES BUT IS NOT ON THE WEB.

08 10 01 *** EBT 60 DAY DORMANCY LETTER (BIL2) BEING RESENT ***

A NEW VERSION OF THE 60 DAY DORMANCY LETTER (BIL2), WAS ACCIDENTALLY ACTIVATED IN PRODUCTION PREMATURELY. THE NEW VERSION CONTAINS INFORMATION FIELDS THAT NEED TO BE PRE-FILLED BY DATA THAT COMES FROM CITIBANK FILES, AND THAT PROGRAMMING IS NOT YET IN PLACE.

THESE INCORRECT LETTERS WENT OUT ON CASES WHERE THE 60 DAY DORMANCY OCCURRED BETWEEN JULY 20TH AND AUG 6TH. ALL CASES THAT RECEIVED THE WRONG VERSION OF THE LETTER WILL RECEIVE A SECOND LETTER. THESE WILL BE MAILED THIS SATURDAY, AUGUST 11TH. EACH OF THESE CASES WILL SHOW TWO COPIES OF THE LETTER SENT OUT ON CNHS.

08 10 01 ***** SECURITY *****

SOME STAFF APPARENTLY MISUNDERSTAND THE NEW SIGN-ON SCREEN. THE "NEW PASSWORD" FIELD APPEARS EVERYTIME YOU ATTEMPT TO SIGN ON. IT DOES NOT MEAN YOU NEED TO CHANGE YOUR PASSWORD EVERYTIME YOU SIGN ON. IT IS NECESSARY TO CHANGE YOUR PASSWORD ONLY WHEN YOU RECEIVE A MESSAGE THAT YOUR PASSWORD IS EXPIRED.

IF YOU ARE NOT CHANGING YOUR PASSWORD, SIMPLY KEY YOUR USER ID AND PASSWORD AND PRESS THE ENTER KEY. NO ENTRY IS REQUIRED IN THE "NEW PASSWORD" FIELD UNLESS YOU ARE CHANGING YOUR PASSWORD.

08 15 01 *****FS QC TIP OF THE WEEK*****

REMEMBER THAT SHELTER, DEPENDENT CARE AND MEDICAL EXPENSES DO NOT HAVE TO BE PAID BEFORE DEDUCTIONS ARE ALLOWED. HOWEVER, THE CUSTOMER MUST INCUR THE EXPENSE AND BE BILLED FOR THE EXPENSE.

08 15 01 ***** PRINTING PROBLEMS *****

A PROBLEM HAS BEEN IDENTIFIED IN THE ON-LINE PRINTING OF LETTERS, ESPECIALLY IN THE PRINTING OF BV LETTERS. WHERE LETTER PRINT REQUESTS ARE GROUPED TOGETHER (WHICH IS COMMON FOR BV LETTERS), THE ON-LINE PRINT REQUEST OF ANY LETTER IN THAT GROUP RESULTS IN THE PRINTING OF ONLY ONE LETTER FROM THAT GROUP, THE LETTER WITH THE LOWEST TIME-STAMP. THE FIX FOR THIS PROBLEM WILL BE IMPLEMENTED AS QUICKLY AS POSSIBLE.

08 20 01 ***** ANNUAL IRS MATCH *****

ON AUGUST 17, THE ANNUAL IRS MATCH RAN, RESULTING IN A GREATER THAN USUAL NUMBER OF INDIVIDUALS BEING TARGETED. THIS WILL BE THE FIRST IRS MATCH USING 2000 DATA, AND WILL RESULT IN UP TO TEN DXBM RUN MESSAGES BECAUSE OF THE NUMBER OF INCOMING RECORDS. PLEASE REVIEW DISPOSITIONS FOR YOUR CASES AS SOON AS POSSIBLE.

08 20 01 ***** CHILD CARE SSN EOS REPORT *****

THE CHILD CARE SSN DISCREPANCY EOS REPORT (CC45) HAS BEEN UPDATED WITH CURRENT SSN DISCREPANCIES. PLEASE USE THIS REPORT TO CORRECT SSN/NAME ENTRY FOR CHILD CARE PROVIDERS ON CCWN BY THE END OF THE YEAR SO THAT 1099'S WILL BE ACCURATE.

08 20 01 THE AUGUST EDITION OF THE PROSHOP FOR INCOME MAINTENANCE AND CHILD SUPPORT HAS BEEN PUBLISHED.

08 21 01 **** TWO SETS OF ADVERSE ACTION REPORTS ****

THERE ARE TWO SETS OF EOS REPORTS FOR THIS MONTH'S RUN(S) OF ADVERSE ACTION. THE REPORTS ARE C0300, C0301, C0302 AND C0306. BOTH COPIES OF EACH REPORT ARE VALID FOR THE CASES THEY LIST. BOTH COPIES OF THE EXCEPTION REPORT SHOULD BE WORKED. THIS HAPPENED BECAUSE A PROGRAM, WHICH TRIGGERS CASES TO RUN THROUGH ADVERSE ACTION FOR SOME TYPES OF CHANGES, WAS NOT RUN BEFORE ADVERSE ACTION WAS RUN. AFTER THE ORIGINAL ADVERSE ACTION WAS RUN, THIS PROGRAM WAS RUN TO PRODUCE THE TRIGGERS AND ADVERSE ACTION WAS RERUN FOR THE TRIGGERED CASES PRODUCING A SECOND SET OF REPORTS.

08 22 01 *****FS QC TIP OF THE WEEK***** **NOTE: REVISED ON 8/23/01**

ONE-TIME VERIFIED MEDICAL EXPENSES MAY ONLY BE USED ONCE AND ONLY IN THE FOLLOWING WAYS: AS A ONE-TIME DEDUCTION AVERAGED OVER THE FOOD STAMP CERTIFICATION PERIOD OR ACCORDING TO A NEGOTIATED PAYMENT SCHEDULE. REFER TO OPS MEMO 00-69.

08 23 01 *****FS QC TIP OF THE WEEK*****

ONE TIME VERIFIED MEDICAL EXPENSES MAY ONLY BE USED ONCE AND ONLY IN THE FOLLOWING WAYS: AS A ONE TIME DEDUCTION; AVERAGED OVER THE FOOD STAMP CERTIFICATION PERIOD; ACCORDING TO A NEGOTIATED PAYMENT SCHEDULE; OR OVER THE PERIOD IT WAS INTENDED TO COVER, AS IN MEETING MA DEDUCTIBLES. REFER TO OPS MEMO 00-69.

08 23 01 **** EBT TRANSMISSION PROBLEMS ****

WE ARE CURRENTLY EXPERIENCING TRANSMISSION PROBLEMS FOR DEMOGRAPHIC FILES AND BENEFIT FILES FROM CARES TO CSI. THE TRANSMISSION OF THE FIRST EMERGENCY FILE ON MONDAY, 8/20/01 FAILED AND WAS TRANSMITTED SUCCESSFULLY THAT DAY AT 2:40 P.M. THE TRANSMISSION OF THE DAILY DEMOGRAPHIC FILE FOR MONDAY, 8/20/01 FAILED AND WAS TRANSMITTED LATE, THEREFORE QUEST CARDS ORDERED BY CARES ON 8/20 WILL HAVE A ONE-DAY DELAY.

THE TRANSMISSION OF THE FIRST EMERGENCY FILE ON TUESDAY, 8/21/01 FAILED AND WAS SUCCESSFULLY TRANSMITTED AT 4:44 P.M. THE SECOND EMERGENCY FILE WAS TRANSMITTED SUCCESSFULLY BY 5:12 P.M. THE THIRD EMERGENCY FILE WAS TRANSMITTED SUCCESSFULLY BY 8:51 P.M. THE TRANSMISSION OF THE DAILY DEMOGRAPHIC FILE FOR TUESDAY, 8/21/01 FAILED AND WAS TRANSMITTED LATE, THEREFORE QUEST CARDS ORDERED BY CARES ON 8/21 WILL HAVE A ONE-DAY DELAY.

WE ARE WORKING WITH CSI TO DETERMINE THE CAUSE OF THE PROBLEM. IF YOU HAVE ISSUED TEMPORARY QUEST CARDS USING BIPN FOR EXPEDITED EMERGENCY CASES, PLEASE CONTINUE TO ADVISE CARDHOLDERS TO CALL CSI CUSTOMER SERVICE TO CHECK THE ACCOUNT BALANCE BEFORE GOING TO THE STORE TO PURCHASE FOOD. IF THE CARD NUMBER HAS NOT BEEN TRANSMITTED TO CSI, THE CSI ARU WILL RESPOND THAT "THE CARD NUMBER IS NOT FOUND" WHEN THE 16-DIGIT PAN IS ENTERED. IF THE CLIENT STILL HAS A WORKING QUEST CARD BUT THE BENEFIT WAS NOT TRANSMITTED IN THE EMERGENCY FILE TIMELY, THE CSI ARU WILL PROVIDE THE CURRENT ACCOUNT BALANCE EXCLUDING THIS BENEFIT.

08 24 01 **** LETTER PRINTING FIX ****

THE ON-LINE PRINT PROBLEMS ASSOCIATED WITH PRINTING LETTERS HAVE NOW BEEN FIXED. THIS INCLUDES THE PROBLEM EXPERIENCED IN PRINTING LETTERS WITH FREE-FORMAT TEXT, AND THE PROBLEM WITH PRINTING LETTERS THAT SHARE THE SAME MAIL DATE, WHICH IS COMMON AMONG BV LETTERS.

08 25 01 **** NEW WORK PROGRAM COMPONENTS ****

NEW WORK PROGRAM COMPONENTS AA,AM,AV,PC,SD ARE AVAILABLE FOR USE AS OF TODAY. ALSO SEVERAL COMPONENTS HAVE BEEN ELIMINATED FOR ENTRY. THOSE ARE HO, P1-P-5, AND TR. HOWEVER THOSE COMPONENTS CURRENTLY OPEN NEED TO BE CLOSED BY THE WORKER AND REENTERED INTO CURRENT VALID COMPONENTS. SEE OPS MEMO 01-50 FOR DETAILS.

08 25 01 **** W2 AND FS DRUG FELON PROCESSING ****

DRUG FELON AUTOMATION-SCREEN ANDF, THE DRUG FELON SCREEN, HAS BEEN UPDATED TO CORRECTLY PROCESS BOTH FOOD STAMP AND W-2 DRUG FELON POLICY. PLEASE REFER TO OPERATIONS MEMO 01-51 FOR DETAILED POLICY CLARIFICATIONS AND A DESCRIPTION OF THE SCREEN CHANGES.

08 25 01 *** 300 DAY EBT WARNING LETTER AND ALERTS ****

CARES-BI727A-BOM- "EBT ACCOUNT BALANCES OVER \$5 THAT MAY BE EXPUNGED IN OCTOBER 2001" (C099) WILL BE AVAILABLE ON EOS AS OF 8/27/01. DUE TO THE LARGE VOLUME, CARES WILL GENERATE THE 300-DAY WARNING LETTERS (BIL-3) ON 5 DIFFERENT DAYS BASED ON THE CARES CASE #:

8/30/01	CARES CASES BEGINNING WITH 0 OR 1
8/31/01	CARES CASES BEGINNING WITH 2 OR 3
9/04/01	CARES CASES BEGINNING WITH 4 OR 5
9/06/01	CARES CASES BEGINNING WITH 6 OR 7
9/07/01	CARES CASES BEGINNING WITH 8 OR 9

ALERTS WILL BE GENERATED ON THE SAME DAY THE BIL-3 IS GENERATED FOR THE CASE.

08 25 01 **** CHILD CARE FIXES AND ENHANCEMENTS ****

THE CALCULATION FOR ATTENDANCE BASED AUTHORIZATIONS TO LICENSED PROVIDERS AND AUTHORIZATIONS TO CERTIFIED PROVIDERS HAS CHANGED EFFECTIVE 8/27/01. PLEASE SEE OPS MEMO 01-49 FOR MORE DETAIL.

A NEW EOS REPORT (CC65) LICENSED FAMILY PROVIDERS WITH >12 CHILDREN WILL BE AVAILABLE EFFECTIVE 9/6/01. THE REPORT IS SIMILAR TO THE EOS REPORT CERTIFIED PROVIDER WITH > 6 CHILDREN. USE THIS REPORT TO MONITOR POTENTIAL SITUATION WHERE LFAM PROVIDERS ARE OVER THEIR GROUP SIZE.

A NEW EOS REPORT (CC66) LICENSED FAMILY PROVIDERS WITH >12 CHILDREN SUMMARY THAT LISTS BY COUNTY/TRIBE THE NUMBER OF LFAM LOCATIONS WITH > 12 CHILDREN AUTHORIZED.

CAP NOW ALLOWS POSITIVE ADJUSTMENTS TO BE ENTERED FOR SPECIAL NEEDS AUTHS SO THAT THE TOTAL AMOUNT ISSUED CAN EQUAL THE HOURS ATTENDED X \$19.99/HR. PREVIOUSLY, THE ADJUSTMENT AMOUNT HAD BEEN CAPPED AT HOURS ATTENDED X \$9.99/HR.

THE FATAL ON CCAC HAS BEEN FIXED.

YOU CAN NOW PF7 AND PF8 ON SCREENS: CCOA, CCAF, CCAA AND CCRH.

08 29 01 ***** CHANGE TO WPNH *****

EFFECTIVE 08/27/01 IN WORK PROGRAMS WE HAVE A NEW EDIT THAT RETRICTS ENTERING MORE THAN 7 DAYS OF NON-PARTICIPATION ON WPNH. THE CHANGE WAS DONE TO HELP ALLEVIATE ERRORS IN CMC PLACEMENT DOCKING.

08 29 01 *****FS QC TIP OF THE WEEK*****

CHANGES IN SHELTER EXPENSES DO NOT HAVE TO BE REPORTED UNTIL REVIEW, UNLESS THE HOUSEHOLD HAS MOVED. HOWEVER, ANY REPORTED CHANGE MUST BE ACTED UPON BY THE WORKER. REFER TO OPS MEMO 00-43 AND FSHB 16.7.0.1.

08 29 01 ***** FOOD STAMP REMINDER *****

A PERSON RECEIVING KINSHIP CARE BENEFITS MUST CONVEY CATEGORICAL ELIGIBILITY TO THE FOOD UNIT IN WHICH THEY ARE INCLUDED. THE QUESTION ON ANBC FOR KINSHIP CARE DOES NOT CURRENTLY DO THIS. IF A PERSON HAS A Y ENTERED FOR KINSHIP CARE, THEN THERE MUST ALSO BE A Y ENTERED FOR TANF SERVICES IN ORDER TO MAKE THE GROUP CATEGORICALLY ELIGIBLE FOR FOOD STAMPS. PLEASE REVIEW THE LISTING OF TANF SERVICES ON THE ANBC HELP SCREEN FOR ITEMS THAT MAKE A GROUP CATEGORICALLY ELIGIBLE.

08 31 01 DUE TO THE DORMANCY POLICY CHANGE WE WILL BE IMPLEMENTING THIS SATURDAY (9/1/01), DAILY BENEFITS GENERATED ON FRIDAY (8/31/01) WILL NOT BE AVAILABLE UNTIL APPROXIMATELY 9:00 AM SATURDAY (9/1/01) FOR SOME CARDHOLDERS. PLEASE ADVISE CLIENTS TO CHECK THEIR EBT ACCOUNT BALANCE PRIOR TO GOING TO THE GROCERY STORE.

THE BENEFITS AFFECTED WILL BE THOSE GENERATED FROM APPLICATIONS CONFIRMED ON FRIDAY (8/31/01) FOR CLIENTS WHO ALREADY HAVE AN EBT CARD AND DO NOT QUALIFY TO RECEIVE EMERGENCY BENEFITS, AS WELL AS, AUXILIARY FS ISSUANCES APPROVED ON FRIDAY (8/31/01).

SEE OPS MEMO #01-52 FOR MORE INFORMATION ON THE DORMANCY POLICY CHANGE.

09 01 01 ***** MAPP WORKSHEET SUBMISSION REMINDER *****

OPS MEMO 01-53, "MEDICAL ASSISTANCE PURCHASE PLAN (MAPP) WORKSHEETS", INSTRUCTED WORKERS TO SUBMIT COPIES OF ALL MAPP WORKSHEETS TO THE DEPARTMENT BY 9-30-01. THE WORKSHEETS NEED TO BE SENT TO:

CENTER FOR DELIVERY SYSTEMS DEVELOPMENT
PATHWAYS UNIT
1 SOUTH PINCKNEY STREET, SUITE 340
PO BOX 1379
MADISON WI
53701-1379

THANK YOU FOR YOUR PROMPT ATTENTION TO THIS MATTER.

09 04 01 ***** EBT DORMANCY *****

THE EBT DORMANCY CHANGE WAS SUCCESSFULLY COMPLETED OVER THE WEEKEND. BWP OPERATIONS MEMO 01-52, FOOD STAMP EBT DORMANCY, EXPUNGEMENT & AGENCY FOLLOW-UP PROCEDURES, EXPLAINS THE DORMANCY CHANGES.

09 05 01 ***** CHILD CARE FIXES AND CHANGES *****

THE PF7 FUNCTIONALITY RECENTLY ADDED TO SCREEN CCAF WAS CAUSING CCAF TO ABEND. THE PF7 FUNCTIONALITY HAS BEEN REMOVED FROM CCAF.

EOS REPORT (CC16) CHILD CARE COPAY TYPE REPORT WILL BE DISCONTINUED. THE LAST REPORT RUN WILL BE FOR THE REPORT PERIOD 7/1/01 TO 7/28/01. OLD REPORTS WILL REMAIN ON EOS.

09 05 01 *****FS QC TIP OF THE WEEK*****

CUSTOMERS WITH CERTIFICATION PERIODS OF 6 MONTHS OR LESS MUST REPORT WITHIN 10 DAYS: ANY CHANGES IN SALARY OR WAGES; AND/OR ANY CHANGES IN FULL-TIME OR PART-TIME STATUS; AND/OR ANY CHANGES IN THE SOURCE OF INCOME. REFER TO OPS MEMO 00-43, OPS MEMO 01-01 AND FSHB 12.3.1.2.

09 08 01 ***** NEW WP COMPONENT *****

A NEW COMPONENT WILL BE AVAILABLE FOR W2 AND FSET STARTING TODAY. THE NEW COMPONENT LABELLED AL - PHYSICIANS ASSESSMENT, MAY BE USED WHEN A CLIENT IS UNDERGOING A MEDICAL ASSESSMENT BY A PHYSICIAN. AN OPERATIONS MEMO IS FORTHCOMING WITH THE COMPLETE DEFINITION.

09 08 01

***** IMS LOGON SCREEN *****

APPARENTLY SOME STAFF BELIEVE THAT EVERYTIME THEY SEE THE LINE FOR NEW PASSWORD ON THIS SCREEN, THAT IT IS NECESSARY TO CHANGE THEIR PASSWORD.

THE LINE FOR THE NEW PASSWORD WILL ALWAYS APPEAR ON THE LOGON SCREEN. THAT ALLOWS YOU TO CHANGE YOUR PASSWORD WHENEVER YOU WANT TO OR WHEN THE SYSTEM REQUIRES YOU TO CHANGE IT. IT IS NOT INTENDED THAT YOU CHANGE YOUR PASSWORD EVERTIME YOU SIGN ON.

09 07 01 ***** EBT EMERGENCY FILE FAILURE *****

THERE WAS A EBT TRANSMISSION FAILURE FOR THE 12:30 EMERGENCY BENEFIT AND DEMOGRAPHIC FILES ON 9/6/01. WE ARE WORKING WITH CSI TO DETERMINE THE CAUSE OF THE PROBLEM. PLEASE CONTINUE TO ADVISE CARDHOLDERS TO CALL CSI CUSTOMER SERVICE TO CHECK THE ACCOUNT BALANCE BEFORE GOING TO THER STORE TO PURCHASE FOOD. IF THE CARD NUMBER ENTERED ON BIPN FOR EXPEDITED EMERGENCY CASES HAS NOT BEEN TRANSMITTED TO CSI, THE CSI ARU WILL RESPOND THAT "THE CARD NUMBER IS NOT FOUND" WHEN THE 16-DIGIT PAN IS ENTERED. IF THE CLIENT STILL HAS A WORKING QUEST CARD BUT THE

BENEFIT WAS NOT TRANSMITTED IN THE EMERGENCY FILE TIMELY, THE CSI ARU WILL PROVIDE THE CURRENT ACCOUNT BALANCE EXCLUDING THIS BENEFIT.

09 10 01 ***** FS ANNUAL MASS CHANGE *****

THE FOOD STAMP ANNUAL MASS CHANGE WAS COMPLETED OVER THE WEEKEND. OCT. BENEFITS FOR ALL OPEN FS CASES WERE RECALCULATED USING THE NEW INCOME AND BENEFIT LEVELS. THESE NEW AMOUNTS ARE DETAILED IN OPS-MEMO 01-57 WHICH WILL BE AVAILABLE ON THE WEB TOMORROW, 9/11 AND IN PAPER COPY TO YOUR OFFICE BY THE END-OF-WEEK. THE NEW VALUES ARE IN TABLES TFST AND TFEP. THE ONLY CHANGES IN TFEP ARE FOR EXCESS SHELTER MAXIMUM (\$354), HEATING STANDARD (\$203) AND OTHER STANDARD (\$117)

09 12 01 ***** FS QC TIP OF THE WEEK *****

THE MAXIMUM SHELTER DEDUCTION WAS INCREASED FROM \$340 TO \$354 ON OCTOBER 1, 2001. PLEASE REMEMBER THAT FOOD UNITS THAT CONTAIN AN ELDERLY OR DISABLED MEMBER DO NOT HAVE A SHELTER EXPENSE DEDUCTION CAP. REFER TO OPS MEMO 01-07, FS HB 16.7.0 AND 18.3.0.

09 14 01 ***** CBT PROBLEMS *****

THE TRAINING SECTION IS CURRENTLY EXPERIENCING DIFFICULTIES WITH THE LEARNINGSPLACE REGISTRATION PROCESS, AND ANYONE ATTEMPTING TO REGISTER FOR A CBT COURSE WILL BE UNSUCCESSFUL. NOTE: ANYONE WHO HAS ALREADY REGISTERED FOR A PARTICULAR COURSE WILL BE ABLE TO CONTINUE TO ACCESS THAT COURSE.

09 18 01 ***** EOS REPORTS *****

THE MONTHLY REPORTS THAT SHOULD HAVE BEEN AVAILABLE ON EOS ON SEPTEMBER 5 AND WEREN'T ARE NOW AVAILABLE. THIS INCLUDES A LARGE NUMBER OF BV AND WP REPORTS ALONG WITH SMALLER NUMBERS OF SOME OTHER SUBSYSTEMS REPORTS.

09 18 01 ***** NEW CC REPORTS ON EOS *****

OFFICE OF CHILD CARE HAS DEVELOPED NEW EOS REPORTS TO ASSIST COUNTIES IN MONITORING THE PROGRAM. THEY ARE CC63, 0 TO 40% UTILIZATION REPORT, AND CC64, 0 TO 40% UTILIZATION/MILWAUKEE. THE REPORTS, WHICH WILL BE PRODUCED EVERY TWO WEEKS, WILL SHOW CASES WITH ATTENDANCE UTILIZATION THAT IS SIGNIFICANTLY BELOW THE AUTHORIZED AMOUNT. ANY AUTHORIZATION WITH ATTENDANCE RECORDED FOR FOUR CONSECUTIVE WEEKS UNDER 40% UTILIZATION WILL BE INCLUDED IN THESE REPORT. COUNTY AGENCIES SHOULD REVIEW THESE REPORTS EVERY TWO WEEKS AND QUESTIONABLE AUTHORIZATIONS SHOULD BE REVIEWED AND ENDED OR RECALCULATED TO REFLECT THE REDUCED HOURS OF CARE NEEDED.

09 19 01 ***** QC TIP OF THE WEEK *****

THE STATE OF WISCONSIN MANDATES THE USE OF THE IEVS AND SAVE SYSTEMS FOR VERIFICATION AND DATA EXCHANGE PURPOSES.

09 19 01 ***** THE LEARNINGSPLACE *****

THE LEARNINGSPLACE REGISTRATION FUNCTION HAS BEEN RESTORED. IF YOU ENROLLED IN A CBT COURSE ANYTIME LAST WEEK, YOUR REGISTRATION HAS BEEN PROCESSED AND YOU WILL BE ABLE TO ACCESS THAT COURSE.

09 22 01 ***** INSURANCE COVERAGE INFO CHANGE *****

EFFECTIVE IMMEDIATELY EDS WILL BE USING THE INFORMATION PROVIDED BY ES WORKERS ON THE AFMI SCREEN TO UPDATE THEIR INSURANCE COVERAGE DATA. EDS WILL USE THIS DATA EVEN WHEN IT IS DIFFERENT FROM THE INFORMATION OBTAINED FROM THE CROSS MATCHES DONE WITH INSURANCE CARRIERS.

09 25 01 ***** NO ASSET TEST FOR FAMILY MEDICAID *****

EFFECTIVE IMMEDIATELY FOR ELIGIBILITY DETERMINATIONS DONE FOR OCTOBER, 2001 AND LATER, THERE WILL NO LONGER BE AN ASSET TEST FOR ALL FAMILY MEDICAID CASES. IN CARES, ALL OF THE ASSET LIMITS FOR THESE PROGRAMS HAS BEEN INCREASED TO \$99,999. THE SUB CATEGORIES AFFECTED ARE MA R, MA U, MAOR, MAOU, AND NAOR. AN OPERATIONS MEMO WILL FOLLOW.

09 26 01 ***** FS QC TIP OF THE WEEK *****

CHECK THE REVIEW DATE SET BY CARES TO ENSURE CASES RECEIVE 6 OR 12 MONTH CERTIFICATIONS. WHEN A REVIEW IS NOT CONFIRMED BEFORE THE END OF THE 6 OR 12 MONTH CERTIFICATION PERIOD AND THE CASE DOES NOT CLOSE, THE QC REVIEW MONTH MY FALL OUTSIDE OF THE CERTIFICATION PERIOD. WHEN THIS OCCURS, QC IS REQUIRED TO USE ACTUAL INSTEAD OF PROSPECTIVELY BUDGETED INCOME FOR THE QC REVIEW MONTH. THIS MAY RESULT IN VERY LARGE QC ERROR AMOUNTS.

09 27 01 THE KEEP IT SIMPLE, SAM CBT COURSE ROOM DISCUSSION EVENT HAS BEEN RESCHEDULED. AN ANNOUNCEMENT WAS SENT VIA EMAIL TO YOUR AGENCY. IF YOU HAVE NOT RECEIVED THAT EMAIL AND WOULD LIKE IT RESENT, PLEASE SEND A REQUEST TO STOFFEL@UWOSH.EDU."

09 27 01 ***** NEW FORM FOR IMMEDIATE USE *****

THE NOTICE TO INSTITUTIONS, NURSING HOME AND CLIENT (DES 3030) FORM HAS BEEN REVISED TO CORRESPOND WITH INFORMATION PROVIDED BY CARES. THE REVISED VERSION IS IMMEDIATELY AVAILABLE ON THE DWS PORTION OF THE DWD WORKWEB. FORMS CAN BE ORDERED AS USUAL. EFFECTIVE IMMEDIATELY, PLEASE USE ONLY THE NEW FORM AND DISCARD OLD FORMS.

10 03 01 ***** FS QC TIP OF THE WEEK *****

REMEMBER THAT JOINTLY OWNED ASSETS ENTERED ON AALA MUST HAVE A SEPARATE SCREEN ENTERED FOR EACH PERSON IN THE HOUSEHOLD THAT JOINTLY OWNS THE ASSET. COMPLETE A SEPARATE AALA SCREEN FOR EACH PERSON, WITH THE FULL AMOUNT OF THE ASSET ENTERED AND AAJO, THE DETAIL SCREEN. THIS WILL GIVE YOU A CORRECT ASSET ELIGIBILITY DECISION. REFER TO THE FS FIRST AID KIT, ASSETS UNIT.

10 04 01 ***** CALL CENTER CLOSED 10/4/01 *****

ALL CARES/POLICY CALL CENTER STAFF WILL BE AT A TRAINING ON THURSDAY, OCTOBER 4, 2001. IN CASE OF AN EMERGENCY, WE CAN BE REACHED AT (608)220-2414. ALL OTHER MESSAGES AND E-MAILS WILL BE RESPONDED TO ON FRIDAY, OCTOBER 5, 2001. THIS DOES NOT INCLUDE THE SECURITY HELP DESK OR THE DWD SERVICE DESK.

10 05 01 **** TRAINING ANNOUNCEMENT ****

THE TRAINING SECTION IS AGAIN OFFERING PARTNERS IN IMPLEMENTING THE REENGINEERED NEW WORKER TRAINING COURSE ON NOV 28 IN EAU CLAIRE, AND DEC 6 IN WAUKESHA. THIS IS THE SAME TRAINING THAT WAS PRESENTED IN APRIL AND MAY. WE ARE OFFERING IT AGAIN FOR ALL THOSE THAT MISSED THE SESSION THE FIRST TIME AROUND. IT IS VERY IMPORTANT THAT AT LEAST ONE REPRESENTATIVE FROM YOUR AGENCY/COUNTY/TRIBE ATTEND TO LEARN HOW TO USE THIS MODEL WITH NEW WORKERS, AND WITH EXISTING STAFF. WATCH FOR THE TRAINING ANNOUNCEMENT WITH ALL DETAILS AND REGISTRATION INFORMATION. ANY QUESTIONS, CALL LYNDA FISCHER-WORDEN AT 608-266-2016.

10 06 01 THERE WILL NOT BE A WTPY RESPONSE ON TUESDAY MORNING DUE TO THE FEDS USING THE LONG WEEKEND (COLUMBUS DAY) TO DO SYSTEM MAINTENANCE. WEDNESDAY WILL CONTAIN TWO DAYS RESPONSES.

10 06 01 **** ANOTHER COLUMBUS DAY HAPPENING ****

DUE TO THE COLUMBUS DAY HOLIDAY, EFT'S WILL NOT BE DEPOSITED IN BANK ACCOUNTS UNTIL WEDNESDAY, OCTOBER 10, 2001. CHILD CARE CHECKS WILL BE MAILED ON MONDAY, OCTOBER 8, 2001.

10 13 01 **** DISCONTINUED BUY-IN FICHE ****

THE FICHE FOR THE MONTHLY BUY-IN ACTIVITY REPORT, 455Q, HAS BEEN DISCONTINUED. ONLY THE PAPER REPORT WILL BE SENT TO LOCAL AGENCIES. IF QUESTIONS, CONTACT EDS BUYIN ANALYST AT 221-4746 EXT. 3107.

10 17 01 *****FS QC TIP OF THE WEEK*****

WHEN A WORKER RECEIVES AN ALERT THAT A CHILD WILL BE TURNING 18, BE SURE TO CHECK THE FSET AND ABAWD STATUS OF THIS CHILD AND OTHERS IN THE HOUSEHOLD. IF THE 18 YEAR OLD IS EMPLOYED, VERIFY INCOME AND ENTER ON AFEI BEFORE ADVERSE ACTION IN THE MONTH THE CHILD TURNS 18.

Note: I was out of the office 10/22-26/01 unexpectedly. Any DXBMs between 10/19 and 10/26 are not recorded.

10 26 01 **** END-DATING WP COMPONENTS ****

AT 430 PM TODAY WE WILL BE SHUTTING DOWN FOR COMPLETION COMPONENTS HO, HOLD BARRIERS AND TR, TRANSPORTATION ALLOWANCE. WE WILL ALSO BE DOING A SPECIAL JOB THIS EVENING THAT WILL END DATE AND COMPLETE THOSE COMPONENTS THAT ARE CURRENTLY ACTIVE. REFERENCE OPS MEMO 01-50. REVISED WORK PROGRAM ACTIVITY CODES.

10 29 01 **** CCRA PARMS PROBLEMS ****

THE PARMS FOR CCRA ARE NOT WORKING CORRECTLY WHEN TRAINING TO VIEW RATES WITH A FUTURE EFFECTIVE BEGIN DATE. IN ORDER TO SEE RATES WITH A FUTURE EFFECTIVE BEGIN DATE, YOU MUST ENTER ALL OF THE PARMS: PROVIDER NUMBER/LOC/CATEGORY/CATEGORY BEGIN DATE/RATE EFFECTIVE BEGIN DATE. WE ARE WORKING TO CORRECT THIS PROBLEM.

10 29 01 **** EWSSA & NCWSSA ****

EWSSA & NCWSSA ARE SPONSORING WORKSHOPS ON 11/8/01 AT MENOMINEE CASINO IN KESHENA FROM 10:00 AM TO 3:00 PM. A SHORT BUSINESS MEETING WILL BE HELD PRIOR TO THE WORKSHOPS AND REGISTRATION WILL START AT 8:30 AM.

TRACK ONE IN THE AM WILL HAVE AL KEUP, BHCE POLICY ANALYST, WITH SOME MEDICAID UPDATES INCLUDING PROGRAM SIMPLIFICATION AND OTHER INITIATIVES INCLUDING RECENT CHANGES IN PROGRAMS FOR AGED, BLIND AND DISABLED. TRACK ONE IN THE PM WILL BE BRUCE SCHULTZ, PUBLIC AFFAIRS SPECIALIST WITH SSA AND KATHLEEN LANE, STATE DDB TALKING ABOUT SOCIAL SECURITY DISABILITY AND SSI.

TRACK TWO WILL BE AN ALL DAY WORKSHOP BY JIM O'KIMOSH, MIS DIRECTOR, COLLEGE OF MENOMINEE NATION ON BASIC INTERNET AND E-MAIL USAGE.

TO REGISTER OR FOR MORE INFORMATION CONTACT JIM BESTUL BEFORE 11/2/01 AT SHAWANO CO DSS. PHONE (715) 526-4741 OR FAX (715) 526-4759 OR E-MAIL SOCJIM@CO.SHAWANO.WI.US COST IS \$16 TO BE PAID AT THE DOOR AND COVERS CONTINENTAL BREAKFAST AND LUNCH BUFFET.

10 31 01 **** FS HANDBOOK RELEASE 01-04 ERROR ****

THE FOOD STAMP HANDBOOK RELEASE ISSUED THIS WEEK HAS A MINOR ERROR IN THE ORDERING. PAGES 3 AND 4 OF APPENDIX 21 ARE FOUND AT THE VERY END OF THE RELEASE INSTEAD OF AT THE SECOND TO LAST PAGE. PLEASE NOTE THIS WHEN REPLACING THE APPENDIX 21 PAGES.

10 31 01 **** BEFORE SENDING A 3070 TO EDS ****

EDS REPORTS AN INCREASED VOLUME OF 3070M FORMS. PLEASE BE SURE YOU HAVE EXPLORED ALL MEANS OF UPDATING ELIGIBILITY THROUGH CARES BEFORE SENDING A 3070M FORM.

TIPS FOR TROUBLE SHOOTING CARES/MMIS INTERFACE PROBLEMS:

1. USE EDSNET TO DETERMINE IF THE CHANGE HAS BEEN MADE AT EDS. REMEMBER NORMAL PROCESSING TAKES THREE BUSINESS DAYS.
2. IF YOU HAVE PROBLEMS, CHECK WITH YOUR SUPERVISOR OR CARES COORDINATOR TO DETERMINE UNDER WHAT CIRCUMSTANCES A 3070M SHOULD BE SENT.
3. CARES COORDINATORS CAN CONTACT THE CALL CENTER FOR HELP IN TROUBLE SHOOTING ANY CARES/EDS PROBLEMS.

10 31 01 *****FS QC TIP OF THE WEEK*****

WORKERS SHOULD INFORM THEIR CUSTOMERS THAT THEY MUST REPORT ALL CHANGES IN UNEARNED INCOME OF \$25.00 OR MORE WITHIN 10 DAYS. THIS IS ESPECIALLY IMPORTANT WITH CHILD SUPPORT INCOME THAT FLUCTUATES. REFER TO OPS MEMO 00-43 AND FSHB 12.2.1.1.

11 01 01 **** RECEIVED DATES ON DXLI ****

DURING THE HEATING SEASON, CARES RECEIVES LIHEAP DATA FROM THE DEPARTMENT OF ADMINISTRATION WEEKLY. DUE TO PROCESSING PROBLEMS AT DOA, FILES FOR FEBRUARY, AUGUST AND SEPTEMBER, 2001 LIHEAP DATA WERE ONLY RECENTLY

RECEIVED FROM DOA, AND WE ARE NOW IN THE PROCESS OF ADDING THIS INFORMATION TO CARES. NOTE THAT THE FEBRUARY FILE WAS VERY LARGE DUE TO A SPECIAL FEDERAL GRANT WHICH PROVIDED LIHEAP ASSISTANCE TO A GREAT NUMBER OF APPLICANTS. WE NOW HAVE A FILE FOR OCTOBER ALSO. IN ORDER TO SEPARATE THE INCOMING GROUPS OF DATA, 10/5/2001 WILL BE THE RECEIVED DATE FOR FEBRUARY RECORDS, 10/12 FOR AUGUST, 10/19 FOR SEPTEMBER AND 10/26 FOR OCTOBER INFORMATION.

11 01 01 **** W-2 MONTHLY CHECKS DELAYED ****

THE W-2 CHECKS FOR NOVEMBER WERE MAILED A DAY LATE DUE TO A GLITCH AT THE STATE MAILING FACILITY. PAYMENTS THAT ARE SENT BY EFT DIRECTLY TO CLIENT ACCOUNTS AT A FINANCIAL INSTITUTION WERE SENT ON TIME. CHECKS THAT ARE INTERCEPTED AND SENT DIRECTLY TO AGENCIES SHOULD ALSO ARRIVE AT THE VARIOUS AGENCIES TIMELY.

11 06 01 **** FS HANDBOOK RELEASE 01-04 ****

QUESTION 8 OF THE FS GROUP UNIT ON PAGE 3 WAS CUT OFF AT THE TOP. THE FIRST TWO LINES SHOULD SAY "08. WILL THIS PERSON STILL BE IN HIS/HER DIVESTMENT DISQUALIFICATION PERIOD DURING THE PAYMENT MONTH?"

11 07 01 **** REVIEW DATE FIXES ****

OVER THE WEEKEND A NIGHTLY JOB WAS PUT INTO CARES TO IDENTIFY AND CORRECT FS REVIEW DATES SET FOR 7 AND 13 MONTHS. THIS REPLACES THE MONTHLY CROSSMATCH LOCAL AGENCIES HAVE BEEN USING TO CORRECT THE REVIEW DATES.

CARES WILL IDENTIFY CASES THAT HAD A REVIEW DUE THE END OF LAST MONTH, HAD SFED RUN TODAY, FS CONFIRMED TODAY AND HAVE A 7 OR 13 MONTH CERTIFICATION PERIOD. THE REVIEW DATE WILL BE CORRECTED TO 6 OR 12 MONTHS.

SOME CASES WILL BE MISSED. FS ONLY CASES THAT CLOSE AT ADVERSE ACTION BEFORE THE REVIEW IS STARTED AND THE REVIEW IS NOT COMPLETED AND CONFIRMED UNTIL THE NEXT MONTH WILL BE MISSED. CASES WHERE A WORKER CHANGES A REVIEW DATE IN ERROR TO A DATE THAT IS OTHER THAN 7 OR 13 MONTHS FROM THE LAST REVIEW DATE WILL BE MISSED. THESE CASES WILL NOT BE FIXED.

WE ARE WORKING WITH CARES STAFF TO GET THESE EXCEPTIONS FIXED IN THE NEAR FUTURE. IN THE MEANTIME WE STILL NEED TO PAY ATTENTION TO REVIEW DATES WHEN CONFIRMING REVIEWS. THIS IS ESPECIALLY IMPORTANT WHEN A CASE GETS PULLED FOR QC. IF THE CASE IS OUTSIDE THE 6 OR 12 MONTH CERTIFICATION PERIOD, DIFFERENT INCOME REPORTING REQUIREMENTS ARE IMPLEMENTED, WHICH IS VERY ERROR PRONE.

11 09 01 *****QC TIP OF THE WEEK*****

REMEMBER TO ADEQUATELY VERIFY AND DOCUMENT ALL REQUIRED INFORMATION NEEDED FOR A PERSON ADD. SUPPLEMENTS FOR PERSON ADDITIONS SHOULD ALWAYS BE ISSUED TIMELY. REFER TO OPS MEMO 01-23 AND FS HB 1.9.0 - 1.9.1.

11 09 01 **** VETERANS DAY AND PROVIDER PAYMENTS ***

DUE TO THE VETERAN'S DAY HOLIDAY THAT WILL BE CELEBRATED ON NOVEMBER 12, 2001, CHILD CARE PROVIDER CHECKS WILL NOT BE MAILED UNTIL NOVEMBER 13 AND EFT'S WILL NOT BE DEPOSITED IN BANK ACCOUNTS UNTIL NOVEMBER 14.

**** CCRA PARMS ****

THE PARMS FOR CCRA WORK CORRECTLY. IN ORDER TO SEE RATES WITH EFFECTIVE BEGIN DATES THAT ARE IN THE FUTURE USE THE FOLLOWING PARMS: PROVIDER NUMBER/LOC//010130/010130.

11 16 01 *****QC TIP OF THE WEEK*****

IT IS IMPORTANT TO ASK AND ANSWER THE QUESTION ON AFEQ THAT ASKS "HAS ANYONE IN THE HOUSE BEEN PREVIOUSLY SANCTIONED FOR FSET AND IS NOW REQUESTING FS BENEFITS?". THIS WILL ENSURE THAT A SANCTIONED PERSON IS GIVEN THE CHANCE TO RE-REQUEST FOOD STAMPS AND WILL BRING UP THE APPROPRIATE SCREEN TO ENTER THE RE-REQUEST DATE. REFER TO OPS MEMO 01-70.

11 17 01 *** CASE TRANSFER AND OTHER DX TARGETING PROBLEMS ***

LONG STANDING ISSUES WITH THE CASE TRANSFER PROCESS AS IT RELATES TO ACCESS OF DATA EXCHANGE DISPOSITIONS WERE CORRECTED WITH PRODUCTION CHANGES ON FRIDAY, NOVEMBER 16, 2001. CHANGES TO THE MAJORITY OF DATA EXCHANGE PROCESSES WILL NOW PERMIT ACCESS TO DISPOSITIONS FOR THE CURRENT (TRANSFER IN) WORKER AND OTHER WORKERS WITHIN THAT OFFICE TO WHICH THE CASE IS ASSIGNED.

IN THE PAST, CLOSED CASES WERE BEING TARGETED IN SEVERAL DIFFERENT DATA EXCHANGE MATCHES. THIS OCCURRED WHEN AN INDIVIDUAL WAS ON MORE THAN ONE CASE, ONE OF WHICH WAS OPEN, BUT THE TARGETING PROCESS MISTAKENLY ASSIGNED THE DISPOSITION TO A CLOSED CASE. A FIX FOR THE CORRECTION OF THIS COMPLICATED PROBLEM WAS IMPLEMENTED ON NOVEMBER 16, 2001.

AS PART OF THE FIX, DISPOSITIONS WILL FIRST BE ASSIGNED TO THE WORKER WHO REQUESTED THE DATA, BUT WHEN THE REQUEST IS SYSTEM GENERATED AND THERE ARE MULTIPLE OPEN CASES, DISPOSITIONS WILL BE ASSIGNED IN THE FOLLOWING ORDER: FOOD STAMP WORKER, W2 WORKER, CHILD CARE WORKER AND MA WORKER. IF THERE IS NO OPEN CASE, THE DISPOSITION WILL BE ASSIGNED TO THE WORKER ON THE MOST RECENTLY CLOSED CASE BUT ONLY IF CLOSED LESS THAN 30 DAYS.

WE ARE AWARE THAT ON THE DXDW (WAGE) SCREEN, THE CASE NUMBER FIELD SHOWS COUNTY NUMBER. A FIX WILL BE IMPLEMENTED SHORTLY.

ALONG WITH CHANGES TO ACCESS FOR DATA EXCHANGE DETAIL SCREENS, SAFEGUARDING MESSAGES WILL NOW BE DISPLAYED ON DXUI AND DXBE IN ACCORDANCE WITH FEDERAL SECURITY CONCERNS. EXISTING SCREEN FUNCTIONALITY WILL NOT BE AFFECTED.

THESE TOPICS WILL BE COVERED FULLY IN AN UPCOMING OPERATIONS MEMO, 00-74.

11 21 01 **** DATA EXCHANGE FIXES ****

WE ARE AWARE OF THE FATALS WHICH ARE OCCURRING ON SOME OF THE DX SCREENS. THIS PROBLEM WILL BE RESOLVED WITH CHANGES THAT WENT INTO PRODUCTION LAST NIGHT, 11/20/01.

WE ARE ALSO AWARE THAT SOME WORKERS WHO DON'T PRESENTLY HAVE IM CASELOADS HAVE LOST QUERY ACCESS TO DX SCREENS. THIS PROBLEM IS BEING RESEARCHED, BUT CAN NOT BE RECTIFIED UNTIL THE MIDDLE OF NEXT WEEK AT THE EARLIEST

11 24 01 ***** NEW EBT ALERT *****

EBT BENEFITS ARE EXPUNGED WHEN THE QUEST CARD IS NOT USED TO PURCHASE FOOD FOR 365 DAYS. IF THE FS AG IS OPEN AND FS BENEFITS WERE ISSUED FOR THE CURRENT MONTH OR THE PREVIOUS MONTH, THE WORKER WILL GET ALERT #330-"EBT EXPUNGED FS AG OPEN". THE DAY AFTER YOU RECEIVE THE ALERT, THE EXPUNGED BENEFITS WILL DISPLAY ON IQFS WITH THE DISPOSITION CODE E1 OR ARE POSTED AS AN ADJUSTMENT ON BVCD. THE WORKER SHOULD CONTACT THE HOUSEHOLD TO REPORT THAT REMAINING BENEFITS (INCLUDING CURRENT BENEFITS) ARE NO LONGER AVAILABLE TO THE FS AG. ADVISE THE FS AG THAT THEY MAY REQUEST THE ISSUANCE OF EXPUNGED BENEFITS THAT ARE LESS THAN 365 DAYS OLD. REFER TO OPERATIONS MEMO 01-52 FOR THE PROCEDURE TO REISSUE BENEFITS.

11 24 01 ***** ANNUAL COLA ADJUSTMENT *****

IN PREPARATION FOR THE ANNUAL COLA ADJUSTMENT, WE HAVE MADE CHANGES TO THE FOLLOWING CARES REFERENCE TABLES: TMEP, TASP, TCDP AND TSCA.

CARES WILL IMMEDIATELY USE THE NEW AMOUNTS WHEN DETERMINING ELIGIBILITY FOR JAN 2002 AND AFTER. CARES WILL CONTINUE TO USE THE OLD AMOUNTS WHEN DETERMINING ELIGIBILITY FOR NOVEMBER AND DECEMBER OF 2001, AS WELL AS ANY MONTHS PRIOR. AN OPS MEMO WILL FOLLOW.

11 26 01 ***** MANUAL WORKSHEETS FOR GROUP C WAIVER CASES *****

CARES DOES NOT CURRENTLY CALCULATE THE COST SHARE CORRECTLY FOR SPOUSAL IMPOVERISHMENT (SI) GROUP C WAIVER CASES. AS A RESULT, ES WORKERS MUST COMPLETE A MANUAL SPOUSAL IMPOVERISHMENT INCOME ALLOCATION WORKSHEET FOR ANY SI WAIVER CASE THAT IS DESIGNATED AS GROUP C ELIGIBLE. YOU CAN THEN EITHER SEND A COPY OF THIS WORKSHEET OR A COPY OF CARES SCREEN ECSC, MODIFIED WITH THE NECESSARY HANDWRITTEN CORRECTIONS, TO THE CASE MANAGER. IF YOUR MANUAL COST SHARE CALCULATION DIFFERS FROM THE CARES DETERMINATION, YOU WILL ALSO NEED TO SEND THE CLIENT A MANUAL NOTICE WITH THE CORRECT COST SHARE INFORMATION.

11 27 01 ***** CC CHANGES IMPLEMENTED AS OF 11/26. *****

THE SSN DISCREPANCY REPORT (CC45) HAS RECENTLY BEEN UPDATED. OCC WILL BE SENDING OUT A CHEAT SHEET SO THAT LOCAL AGENCIES WILL BE ABLE TO BETTER UNDERSTAND ERROR CONDITION/DISCREPANCY FIELD.

OVERRIDE AND SCHOOL CLOSED HOURS WILL BE PAID AT THE AGENCY HOURLY RATE FOR THE TYPE OF CARE AND AGE OF THE CHILD. IN THE PAST, IF THE AUTH WAS BASED ON ATTD, THE OVERRIDE AND SCHOOL CLOSED HOURS WERE PAID AT THE AGENCY HOURLY RATE PLUS 10%.

OVERRIDE AND SCHOOL CLOSED HOURS FOR SPECIAL NEEDS AND IN-HOME CARE WILL BE PAID AT THE AUTHORIZED HOURLY AMOUNT OR THE ENROLLMENT AMOUNT DIVIDED BY THE AUTHED HOURS.

THE AUTHORIZED HOURS FOR SPECIAL NEEDS AND CERTIFIED IN-HOME CARE IS NO LONGER CAPPED AT THE DIVISOR. RATES FOR SPECIAL NEEDS AND IN-HOME CARE ARE MANUALLY CALCULATED OUTSIDE OF CCPS.

CCRO WILL NOW ALLOW PF7 TO PAGE BACKWARD.

11 28 01 *****

THE PROSHOP AND COACH'S CORNER ISSUES FOR NOVEMBER 2001 HAVE BEEN PUBLISHED FOR BOTH CHILD SUPPORT AND INCOME MAINTENANCE.

*****FS QC TIP OF THE WEEK*****

NO SANCTION IS IMPOSED IF AN INDIVIDUAL COMPLIES WITH FSET REQUIREMENTS OR BECOMES FSET EXEMPT DURING THE PENDING SANCTION PERIOD. THIS RULE APPLIES TO BOTH INDIVIDUALS WHO FAILED TO ENROLL AND THOSE WHO ENROLLED, BUT FAILED TO PARTICIPATE. REFER TO OM 01-70 AND FSH APPENDIX 8.6.1.1

11 30 01 ***** CMDR SIGN-UP AND USAGE *****

MANY OF YOU (460) IN THE W2 AND INCOME MAINTENANCE AGENCIES HAVE SIGNED UP AND BEEN APPROVED TO USE THE CASE MANAGER'S DESKTOP RESOURCE INFORMATION SYSTEM. HOWEVER, VERY FEW OF YOU (28) HAVE ACTUALLY BEGUN TO USE THE SYSTEM.

OUR FEEDBACK TELLS US THAT LOCAL AGENCIES ARE EXPECTING A FULL ROLL OUT, ACCOMPANIED BY A FULL TRAINING EFFORT THAT USUALLY ACCOMPANIES A DWD INFORMATION SYSTEM ROLL OUT. THIS WAS NEVER THE PLAN FOR CMDR.

CMDR IS A SYSTEM THAT IS SIMPLE TO USE, ALL YOU NEED TO DO IS GO THROUGH THE INITIAL SIGN-IN PROCEDURES. THIS INCLUDES READING KEY PARTS OF THE USER MANUAL AND AGREEING TO FOLLOW THE CONFIDENTIALITY REQUIREMENTS FOR USING THE SYSTEM.

IF YOU ALREADY HAVE REQUESTED ACCESS AND HAVE BEEN APPROVED, (YOUR LOCAL COMPUTER SECURITY OFFICER SHOULD HAVE THE INFORMATION,) ALL YOU NEED TO DO IS ACCESS THE FOLLOWING URL AND FOLLOW THE INSTRUCTIONS:

[HTTP://WWW.DWD.STATE.WI.US/DWEPFE/CMDRS/SIGN IN.HTM](http://WWW.DWD.STATE.WI.US/DWEPFE/CMDRS/SIGN IN.HTM)

IF YOU HAVEN'T APPLIED TO GET ACCESS TO CMDR, PLEASE CONTACT YOUR REGIONAL OFFICE AND FIND OUT HOW TO GET ACCESS.

12 04 01 CHECK OUT IM NEW WORKER CENTRAL AT WWW.DWD.STATE.WI.US/DESTRAIN/IMNWCENTRAL FOR THE NEW 2002 CLASSROOM TRAINING SCHEDULE. THE WHAT'S NEW SECTION ON THE HOME PAGE STATES ALL OTHER CHANGES MADE, INCLUDING A NEW MODEL NARRATIVE AND A NEW CATALOG.

12 05 01 *****FS QC TIP OF THE WEEK*****

IF A VOLUNTARY QUIT SANCTION IS APPLIED TO AN INDIVIDUAL WHO DOES NOT MEET ALL OF THE VQ CRITERIA, AN AGENCY PREVENTABLE ERROR (APE) MAY BE CALLED IN A STATE QA REVIEW. REFER TO FSHB 8.4.1 TO REVIEW THE VQ CRITERIA.

12 07 01

***** DWS SECURITY HELP DESK *****

ON MONDAY, DEC. 10, THE DWS SECURITY HELP DESK STAFF WILL BE OUT OF THE OFFICE BEGINNING AT 10:30 AM FOR THE REMAINDER OF THE DAY.

ASSISTANCE RELATED TO PASSWORD PROBLEMS WILL BE AVAILABLE BY CALLING:

(608) 267-9675, (608) 266-7273, OR (608) 261-9460

ASSISTANCE WILL BE LIMITED TO PASSWORD ISSUES. CHANGES TO ACCESS OR NEW ACCESS WILL BE CONSIDERED THE FOLLOWING DAY. YOU MAY LEAVE A VOICE MAIL MESSAGE ON OUR REGULAR CALL CENTER NUMBER (608) 261-6827 AND WE WILL RETURN YOUR CALL AS SOON AS WE CAN ON TUESDAY, DECEMBER 11, 2001.

12 11 01 ***** DX ACCESS PROBLEMS *****

LIMITING ACCESS TO DATA EXCHANGE SCREENS FOR SOME WORKERS WHO PREVIOUSLY WERE ABLE TO DO QUERIES. THE CURRENT PLAN IS TO REMOVE THE MODIFICATIONS BY DECEMBER 21, TO RESTORE ACCESS SIMILAR TO WHAT IT WAS BEFORE THE NOVEMBER CHANGES. THERE WILL THEN BE FUTURE REVIEW OF ACCESS FOR SOME WORKER TYPES.

12 12 01 *****FS QC TIP OF THE WEEK*****

WHEN A REQUEST FOR FS IS FILED FOR AN ONGOING CASE IN WHICH THERE HAS BEEN A BREAK IN SERVICE, THE FS REQUEST IS PROCESSED IN THE SAME MANNER AS AN INITIAL APPLICATION. THIS INCLUDES PRIORITY SERVICE TESTING. THE DETERMINATION IS SUBJECT TO THE 30 DAY PROCESSING STANDARDS. REFER TO OPS MEMO 01-29 AND 00-44

12 15 01 ***** ANBR/ANBC CHANGES FOR DATA EXCHANGES *****

PHASE I OF THE SSI AUTO UPDATES TO ANBR AND ANBC RAN IN PRODUCTION ON 12/15.

ONE OF THE MAIN FEATURES IN THE MODIFIED SSI MATCH IS THAT THE SSI LETTER AND SSI PAYMENT SWITCHES ON ANBR HAVE BEEN AUTOMATICALLY UPDATED BY THE SYSTEM WITH INFORMATION FROM SSA AND THE STATE SUPPLEMENT SYSTEM. THE 1619B SWITCH AND THE ELIGIBILITY MONTH ON ANBC HAVE ALSO BEEN UPDATED. THE SCREENS WILL SHOW A VERIFICATION CODE OF DX FOR ANY UPDATES THAT WERE DONE BY THE SYSTEM.

THE DXSX SCREEN HAS BEEN MODIFIED TO MORE ACCURATELY REFLECT INCOMING SSI DATA AND TO DISPLAY NEW SSI-E DATA. IF YOU RECEIVE ANY OF THE FOLLOWING ALERTS, REVIEW THE INFORMATION, COMPARE AMOUNTS FROM DXSX TO AFUI, MAKE THE ADJUSTMENTS TO AFUI, AND RUN SFED.

ALERTS:

058 - NEW SSI DATA ON DXSX/ANBR/ANBC

319 - FYI - NEW DATA ON DXSX/ANBR/ANBC

255 - NEW SSI ELIG INFO-SEE DXSX

267 - NEW SSI APPLIC INFO- SEE DXSX

FOR MORE DETAILS, SEE OPERATIONS MEMO # 01-80

12 15 01 ***** CTS CONVERSION PLANNING *****

CARES OPERATIONS MEMO 01-075 DESCRIBES CARETAKER SUPPLEMENT (CTS) CASE LISTS AND IDENTIFIES DECEMBER 15, 2001 AS THE DATE THESE LISTS WILL BE DISTRIBUTED TO LOCAL AGENCIES. THESE LISTS DETAIL CASES, BY AGENCY AND WORKER, THAT ARE CURRENTLY OPEN IN CARES (CATEGORY 1 AND 2 CASES) AND CURRENTLY CLOSED IN CARES (CATEGORY 3 CASES). THESE LISTS WERE PROVIDED TO DWS REGIONAL OFFICE STAFF, BEGINNING ON DECEMBER 13, 2001, FOR DISTRIBUTION TO LOCAL AGENCIES. PLEASE CALL YOUR REGIONAL CONTACT IF YOU DO NOT HAVE YOUR AGENCY'S LIST(S) BY DECEMBER 21, 2001. NOTE: IN SOME COUNTIES THERE ARE CURRENTLY NO CATEGORY 3 CASES. ONLY THE CATEGORY 1 AND 2 LISTING WAS GENERATED IN THESE INSTANCES.

12 17 01 ***** DXSX DATE PROBLEM *****

WE ARE AWARE OF A DATE PROBLEM ON THE NEW DXSX SCREEN. WE BELIEVE WE WILL BE ABLE TO HAVE THIS FIXED LATER THIS WEEK.

12 18 01 ***** A TRAINING WEBSITE *****

CTS-THE BASICS IS NOW AVAILABLE ONLINE AT <http://www.dwd.state.wi.us/destrain/trainsec>

12 19 01 *****FS QC TIP OF THE WEEK*****

AT THE TIME A CROSS-MATCH IS RECEIVED, THE WORKER/AGENCY ASSUMES THE RESPONSIBILITY FOR ACTING ON THAT CROSS-MATCH. PAYMENT ERRORS RESULTING FROM THE FAILURE TO ACT ON DATA EXCHANGE MATCHES MAY BE CALLED AN AGENCY PREVENTABLE ERROR (APE). REFER TO IMM CHAPTER I, PART D, 3.0.0 - IEVS

12 20 01 ***** FS HANDBOOK ONLINE *****

THE FOOD STAMP HANDBOOK IS NOW AVAILABLE ONLINE AT [HTTP://WWW.DWD.STATE.WI.US/DESFSHBK/HANDBOOK/IT](http://www.dwd.state.wi.us/DESFSHBK/HANDBOOK/IT) IS CURRENT THROUGH THE LATEST HANDBOOK RELEASE, 01-04 AND NO SECURITY IS REQUIRED TO ACCESS IT. YOU MAY USE EITHER THE ONLINE VERSION OR THE PAPER VERSION FOR THE NEXT MONTH OR SO. THE PAPER HANDBOOK WILL BECOME OBSOLETE WITH THE FIRST ONLINE RELEASE IN LATE JANUARY OR EARLY FEBRUARY. AN OPERATIONS MEMO WITH A DETAILED EXPLANATION IS FORTHCOMING.

12 20 01 ***** ENTERABLE LANGUAGE CODES *****

MORE LANGUAGES ARE NOW AVAILABLE IN CARES ON REFERENCE TABLE TLAG, AS ENTERED ON CRIN, CRPR, ANDA, WPEN, OR WPWC. YOU CAN NOW USE THE LANGUAGES FOR NEW CASES/PINS AND UPDATE EXISTING ONES TO REFLECT THE MAIN LANGUAGE SPOKEN BY THE INDIVIDUAL.

12 21 01 **** WP ENHANCEMENTS ****

EFFECTIVE TODAY ALL NEW WP ASSESSMENT SCREENS ARE AVAILABLE. ALSO THE NEW WP ASSESSMENT DRIVER FLOW IS NOW IN PRODUCTION.

**** WPFN AND THE HOLIDAYS ****

NOTE: THE BATCH JOB THAT UPDATES WPFN WILL NOT BE RUN ON THE NEXT TWO TUESDAYS DUE TO BOTH DATES FALLING ON A HOLIDAY. NOTE THE UPDATED DATE ON WPML FOR WHEN IT IS AN UPDATED FILE.

-----2002 DXBM's-----

01 03 02 ** GATHERING EARNINGS INFO FOR PERFORMANCE STANDARDS **

THE PERFORMANCE STANDARD TO MEASURE EARNINGS GAINS FOR CMU AND CMF W-2 PLACEMENTS TAKES EFFECT ON 01/01/02. ACWS, THE NEW SCREEN DESIGNED TO COLLECT THIS INFORMATION, WILL NOT BE AVAILABLE FOR USE UNTIL LATER IN JANUARY. REMEMBER TO GATHER AND RECORD EARNED INCOME INFORMATION (I.E. HOURLY WAGE AND WORK HOURS AT PLACEMENT START AND END) FOR NEW CMU/CMF PLACEMENTS SO THAT THE INFORMATION CAN BE ADDED TO ACWS WHEN THE SCREEN BECOMES AVAILABLE IN PRODUCTION.

01 03 02 *****FS QC TIP OF THE WEEK*****

IF AN INDIVIDUAL MOVES TO WISCONSIN FROM ANOTHER STATE, THE WORKER MUST DETERMINE THE BEGIN DATE FOR FS ELIGIBILITY IN WISCONSIN. IF THE LAST FS ALLOTMENT WAS ISSUED IN THE MONTH PRIOR TO THE APPLICATION DATE, ELIGIBILITY BEGINS ON THE APPLICATION DATE. IF THE LAST FS ALLOTMENT WAS ISSUED IN THE MONTH OF APPLICATION, ELIGIBILITY BEGINS ON THE FIRST OF THE MONTH FOLLOWING THE APPLICATION DATE. AN EXCEPTION TO THIS RULE OCCURS WHEN THE PERSON MOVES TO WISCONSIN FROM A STATE THAT ISSUES FS ON A FISCAL MONTH BASIS. REFER TO FSHB 1.3.4.

01 08 02

THERE ARE NEW COURSE CODES FOR THE TRAINING SECTION'S CBT COURSES. PLEASE LOOK FOR THESE NEW CODES AND THE TRAINING ANNOUNCEMENTS ON THE LEARNINGS SPACE HOMEPAGE: [HTTP://LSPACE.DWD.STATE.WI.US](http://LSPACE.DWD.STATE.WI.US)

01 08 02 SPECIAL MESSAGE TO CARES USERS WHO ACCESS G*STARS EFFECTIVE WEDNESDAY, JANUARY 9, NEW SECURITY PROCEDURES WILL BE IN PLACE FOR G*STARS. ALL USERS WILL BE REQUIRED TO SIGN ON TO THE NT DOMAIN BEFORE GETTING INTO G*STARS. PLEASE REVIEW THE INSTRUCTIONS AT [HTTP://WWW.DWD.STATE.WI.US/DWDPFE/TECHNOLOGYTRAINING/INDEX.HTM](http://WWW.DWD.STATE.WI.US/DWDPFE/TECHNOLOGYTRAINING/INDEX.HTM)

01 09 02 **** ENTERING CC RATE CHANGES ****

CONTINUE ENTERING RATES FOR ALL ACTIVE LICENSED PROVIDER LOCATIONS. EVEN IF THE RATE DID NOT CHANGE, THE RATE MUST BE ENTERED SO THAT THE LAST UPDATED DATE ON CCRA IS 10/22/01 OR A LATER DATE. THE EOS REPORT CC68 LICENSED PROVIDERS WITHOUT CURRENT RATE DATA SHOWS 1,549 LOCATIONS WHERE RATES STILL NEED TO BE ENTERED.

REMEMBER THAT A MASS CHANGE WILL RUN ON 1/12/02 THAT WILL END ALL AUTHS TO LICENSED PROVIDER LOCATIONS WHERE THE UPDATED DATE ON CCRA IS LESS THAN 10/22/01.

A NOTICE WAS SENT ON 1/4/02 TO ACTIVE LICENSED PROVIDER LOCATIONS WHERE RATES HAVE NOT BEEN ENTERED ON OR AFTER 10/22/01. THE NOTICE WARNS THAT AUTHS ARE IN JEOPARDY OF BEING CLOSED AND PROVIDERS NEED TO SUBMIT RATES TO THEIR LOCAL CHILD CARE AGENCY.

01 09 02 **** DATA EXCHANGE ACCESS ROLLBACK ****

FOLLOWING THE CHANGES MADE IN NOVEMBER 2001, WHICH AFFECTED ABILITY TO QUERY DISPOSITIONS, IT WAS DETERMINED THAT SOME WORKERS HAD LOST NECESSARY ACCESS TO THIS DATA. ON DECEMBER 20, CHANGES TO REDUCE THESE RESTRICTIONS WERE MOVED TO PRODUCTION, SO THAT WORKERS QUERY CAPABILITY SHOULD NOW BE SIMILAR TO THAT WHICH EXISTED PRIOR TO THE NOVEMBER 16 MOVE.

01 10 02 **** NEW QUEST CARD MONTHLY RETURNS REPORT ****

WHEN A QUEST CARD IS RETURNED TO THE STATE BY THE POST OFFICE, THE WORKER WILL GET THE ALERT "EBT CARD RETURNED TO STATE". ON THE SAME DAY, THE CASE NUMBER, PAYEE TYPE, MAILING ADDRESS OF THE MAIL PIECE, AND RETURN REASON ARE INCLUDED ON EOS REPORT CARES-BI730A-DLY (C070) - EBT UNDELIVERABLE CARDS REPORT. WE HAVE ADDED A NEW REPORT THAT LISTS ALL RETURNED CARDS FOR THE MONTH. CARES BI-731A-BIR (C0A3) MONTHLY EBT UNDELIVERABLE CARDS REPORT IS AVAILABLE ON EOS ON MONDAY FOLLOWING THE FIRST FRIDAY OF THE MONTH. IT INCLUDES THE SAME INFORMATION PROVIDED IN THE DAILY REPORT AND ALSO LISTS THE TOTAL CARDS RETURNED FOR EACH WORKER AND THE TOTAL FOR EACH AGENCY. IT IS SORTED BY AGENCY/BY WORKER/BY RETURN DATE. USE THIS REPORT TO FOLLOW UP ON FS AG'S WITH POSTAL DELIVERY PROBLEMS TO ENSURE THAT THEY ARE ABLE TO ACCESS FOOD STAMP BENEFITS.

01 10 02 **** NEW ALERT FOR COUPON CONVERSION AUXILIARY ****

WHEN EBT BENEFITS ARE CONVERTED TO COUPONS ON THE CITIBANK SYSTEM, CARES GENERATES A 953-AUXILIARY THE NEXT DAY. IT MUST BE APPROVED BY A SUPERVISOR SO THAT THE FOOD STAMP COUPONS ARE ISSUED. ON OCCASION, THE SUPERVISOR IS NOT AWARE THAT THE AUXILIARY HAS BEEN GENERATED. THE SUPERVISOR WILL NOW GET THE ALERT - "953 AUX NEEDS SUP APPROVAL" ON THE SAME DAY THE AUXILIARY IS GENERATED BY CARES.

01 11 02 **** CHILD CARE UPDATES ****

THE EOS REPORT CC68 LICENSED PROVIDERS W/O CURRENT RATES WILL BE RUN TONIGHT TO REFLECT RATES ENTERED ON CCRA UP THROUGH TODAY AND WILL BE AVAILABLE 1/11/02.

EFFECTIVE 1/14/02 A NEW EDIT ON CCAC WILL PREVENT AUTHS FROM BEING ENTERED ON CCAC IF THE PROVIDER LOCATION RATES ON CCRA HAVE AN UPDATED DATE LESS THAN 10/22/01. IN ORDER TO AUTHORIZE TO THESE PROVIDERS, RATES MUST BE ENTERED ON CCRA.

THE ABEND ON CCRA HAS BEEN FIXED. THIS ABEND AFFECTED ONLY ABOUT 15 PROVIDERS. RATES TO THESE PROVIDERS CAN NOW BE ENTERED.

DUE TO THE DR. MARTIN LUTHER KING HOLIDAY ON 1/21/02, CHILD CARE PAYMENTS WILL BE PROCESSED ONE DAY LATE. CHECKS WILL BE MAILED ON TUE 1/22/02 AND EFT'S WILL BE DEPOSITED WED 1/23/02.

01 11 02

THE W-2 CHECKS FROM THE JAN 7TH DELAYED CYCLE ARE BEING MAILED ONE DAY LATER THAN USUAL. THEY WERE MAILED JAN 9TH.

01 11 02 *** ECONOMIC SUPPORT/W2 SPECIALISTS DAY IS COMING ***

MONDAY, JANUARY 28, 2002, HAS BEEN PROCLAIMED BY GOVERNOR SCOTT MCCALLUM AS ECONOMIC SUPPORT/WISCONSIN WORKS SPECIALISTS DAY. COPIES OF THE PROCLAMATION SHOULD HAVE ARRIVED AT THE LOCAL COUNTY/TRIBAL/W-2 AGENCIES THIS WEEK. PLEASE DISPLAY THE PROCLAMATION IN A PROMINENT LOCATION AND PLAN TO CELEBRATE ON JANUARY 28TH!

01 11 02 ***** WP TABLE UPDATES *****

TWO TABLES HAVE BEEN UPDATED IN WP. TABLE TWBA, BARRIERS TABLE, HAS A NEW VALUE THAT WORKERS MAY USE, PW - POOR/NO WORK HISTORY. ALSO TABLE TWTW, PROGRAM TYPES FOR WTW, NOW INCLUDES FOR MILWAUKEE USE, WC - FORMULA WISCONSIN CORRECTIONAL SERVICES.

01 12 02 ***** ANNUAL CHILD CARE REPORT AVAILABLE *****

EOS REPORT CC171RA (CHILD CARE PAYMENT SYSTEM MANAGEMENT REPORT) NOW HAS A VERSION IN EOS WHICH COVERS CALENDAR YEAR 2001. IT INCLUDES TOTAL DOLLARS PAID AND A VARIETY OF STATISTICAL DATA, INCLUDING UNDUPLICATED COUNTS OF CHILDREN AND FAMILIES SERVED. LOCAL CHILD CARE PROGRAMS HAVE, IN THE PAST, FOUND THIS INFORMATION USEFUL FOR PREPARING YEAR-END REPORTS FOR THEIR BOARDS AND FOR INCLUSION IN VARIOUS PUBLICATIONS.

01 14 02 ***** IMPORTANT CHILD CARE UPDATE *****

THE CHILD CARE "MINI-MASS CHANGE" WHICH WAS SCHEDULED TO RUN THIS PAST WEEKEND HAS BEEN DELAYED. IT WILL LIKELY BE RUN OVER THE WEEKEND OF JANUARY 19-20. THE MAIN REASON FOR THE POSTPONEMENT WAS THE VERY HIGH NUMBER OF AUTHORIZATIONS WHICH WOULD HAVE BEEN ENDED DUE TO PROVIDER RATES NOT BEING ENTERED/UPDATED ON CCRA(WITH A LAST UPDATED DATE GREATER THAN 10/22/01). CHILD CARE AGENCIES ARE URGED TO USE THIS WEEK TO REVIEW AND BRING CURRENT ALL PROVIDERS' RATES, ENSURING THAT THE UPDATED DATE ON CCRA IS AT LEAST 10/22/01 OR LATER. CONTINUE TO REFER TO EOS REPORT CC68 WHICH LISTS PROVIDERS WHICH DO NOT HAVE RATES UPDATED LATER THAN 10/21/01. ADDITIONAL INFORMATION MAY BE SENT THIS WEEK VIA DXBM OR E-MAILS TO CHILD CARE COORDINATORS. QUESTIONS: CONTACT THE CHILD CARE HELP DESK AT 608/261-4580.

01 15 02 ***** DXSX PROBLEMS AND SOLUTIONS *****

FOLLOWING THE 12/22/01 SSI UPDATE PROCESS, WE LEARNED OF SEVERAL PROBLEMS WITH DATA ON DXSX. ONE IS THAT THE SSI DATE IN THE FIRST COLUMN MAY BE INCORRECT FOR UPDATES MADE DURING THE THIRD WEEKEND OF DECEMBER, DUE TO THE DATES THE FEDS SENT THAT WEEK. THE SECOND PROBLEM IS THAT THE CARES SSI AMOUNT ON DXSX IS CALCULATED BASED ON THE AFUI AMOUNT FOR THE MATCH DATE MONTH, AND OUR CURRENT PAYMENT DATA MAY BE FOR THE FOLLOWING MONTH. THE THIRD ISSUE IS THAT THE STATE SUPPLEMENT AMOUNT IS NOT ALWAYS DISPLAYED. THIS OCCURS WHEN WE RECEIVE A FEDERAL UPDATE RECORD BUT NO STATE RECORD. IT MAY ALSO OCCUR IF WE RECEIVE A STATE RECORD AND NO FEDERAL RECORD, SO THAT ONLY THE STATE AMOUNT WOULD BE SHOWN. FINALLY, THERE WERE A FEW INSTANCES WHERE A RECOUPMENT WAS IN EFFECT BUT NOT DISPLAYED. A FIX FOR THESE PROBLEMS IS TENTATIVELY SCHEDULED FOR SOMETIME IN FEBRUARY.

UNTIL THE FIX, WORKERS ARE ASKED TO NOTE THAT THE SSI DATE IN THE FIRST COLUMN MAY BE INCORRECT, AND BE AWARE THAT THE CARES SSI AMOUNT ON DXSX MAY BE CALCULATED FOR AN INCORRECT PERIOD. ALSO, IF ONLY ONE OF THE EXPECTED ASSISTANCE AMOUNTS IS DISPLAYED OR THE EXPECTED RECOUPMENT IS MISSING, PLEASE PAGE BACK TO PREVIOUS RECORDS TO CHECK FOR THE AMOUNT.

WE ARE UNABLE TO DISPLAY THE RECOUPMENT AMOUNTS IN THE FUTURE COLUMN AT THIS TIME. THIS POSSIBILITY IS BEING EXPLORED.

01 15 02 ***** DXRU PROBLEMS *****

TWO PROBLEMS WITH DXRU ARE CURRENTLY BEING RESEARCHED. IT APPEARS THAT THESE DON'T ALWAYS HAPPEN FOR EVERY USER. THE FIRST PROBLEM OCCURS WHEN A WORKER GOES TO DXRU AND UPDATES THE DISPOSITION. AFTER HITTING ENTER, NEITHER DXRL NOR DXRU SHOW THE UPDATED INFORMATION. THERE IS ALSO A PROBLEM IN WHICH WHEN ATTEMPTING TO ACCESS DXRU, A MESSAGE INDICATES THERE IS NO PIN AVAILABLE FOR THE SSN.

01 15 02 ***** FOOD STAMP FIRST AID KIT *****

A RECENT FOOD STAMP FIRST AID KIT RELEASE WAS DISTRIBUTED TO LOCAL AGENCIES. THE INSTRUCTIONS INDICATED TO REPLACE THE ENTIRE KIT. THE CHILD SUPPORT SECTION OF THE KIT WAS MISSING. A NEW CHILD SUPPORT SECTION HAS BEEN ORDERED AND WILL BE DISTRIBUTED SHORTLY. KEEP THE OLD CHILD SUPPORT SECTION UNTIL THE NEW ONE ARRIVES. ALSO, THE FIRST AID KIT HAS BEEN PUT ONLINE AS A PDF (ADOBE ACROBAT) FILE. YOU CAN ACCESS IT AT: [HTTP://WWW.DWD.STATE.WI.US/DES/ONSPI/PDF/FIRSTAIDKIT/PDF](http://www.dwd.state.wi.us/des/onspi/pdf/firstaidkit/pdf). THE CORRECT CHILD SUPPORT CHAPTER IS INCLUDED HERE.

01 15 02 ***** SCHOOL AGE CHILDREN AND AUTHED HOURS *****

WHEN CHILDREN IDENTIFIED AS SCHOOL AGE ON CCBH ARE AUTHED FOR MORE THAN 25 HOURS, CCAC WILL NOW DISPLAY THE MESSAGE "BMI - THIS CHILD HAS SCHOOL BANK HOURS. ARE HOURS AUTHED AT THE APPROPRIATE LEVEL". IF THE AUTHED HOURS ARE CORRECT, HIT ENTER FOR THE AUTH TO CALCULATE. IF THE AUTH HOURS ARE INCORRECT, CHANGE THE HOURS AND HIT ENTER. IF THE SCHOOL AGE CHILD IS ALSO AUTHED FOR > 59 HOURS, THAT MESSAGE WILL APPEAR TWICE ON CCAC. IF THE AUTHED HOURS ARE CORRECT, PRESS PF14 TO CALCULATE THE AUTH. THIS PROBLEM WILL BE FIXED ON 1/28/02. THIS PROBLEM SHOULD RARELY APPEAR BECAUSE IT IS UNUSUAL FOR A SCHOOL AGE CHILD TO BE AUTHED FOR MORE THAN 59 HOURS DURING THE SCHOOL YEAR.

01 16 02 **** NOW HIRING ****

PROGRAM IMPROVEMENT CONSULTANT (PIC) - THIS IS A FULL-TIME POSITION WITH BENEFITS AND WILL BE LOCATED IN THE MADISON CENTRAL OFFICE. THIS POSITION IS RESPONSIBLE FOR WORKING DIRECTLY WITH THE OFFICE OF NUTRITION SERVICES AND PROGRAM INTEGRITY (ONSPI) ON FOOD STAMP ERROR REDUCTION INITIATIVES. THE PIC POSITION IS A COLLABORATIVE EFFORT BETWEEN UW OSHKOSH, CENTER FOR CAREER DEVELOPMENT (CCDET) AND ONSPI WITH UW OSHKOSH AS THE EMPLOYER. TO OBTAIN A COPY OF THE JOB ANNOUNCEMENT, SEND E-MAIL TO JJASTROW@EXECPC.COM OR CALL (414) 329-3651. DEADLINE IS JANUARY 31, 2002.

**** TWO MORE POSITIONS AVAILABLE ****

PAYMENT ACCURACY CONSULTANT (PAC) - THESE ARE FULL-TIME POSITIONS WITH BENEFITS, ONE TO BE LOCATED IN MADISON, THE OTHER IN SOUTHERN OR CENTRAL WISCONSIN. PAC ARE RESPONSIBLE FOR WORKING IN COUNTY AGENCIES AND ON ASSIGNED PROJECTS TO HELP REDUCE THE FOOD STAMP ERROR RATE. THIS POSITION MAY INVOLVE EXTENSIVE TRAVEL WITHIN THE STATE. THE PAC PROJECT IS A COLLABORATIVE EFFORT BETWEEN UW OSHKOSH, CENTER FOR CAREER DEVELOPMENT (CCDET) AND THE OFFICE OF NUTRITION SERVICES AND PROGRAM INTEGRITY (ONSPI) WITH UW OSHKOSH AS THE EMPLOYER. TO OBTAIN A COPY OF THE JOB ANNOUNCEMENT, SEND E-MAIL TO JJASTROW@EXECPC.COM OR CALL (414) 329-3651. DEADLINE IS JANUARY 31, 2002.

01 17 02 WISCONSIN WELL WOMAN MEDICAID - OPS MEMO 01-84 - SEND 3070S FOR WWWWM TO: EDS RECIPIENT SERVICES, ATTN: DONNA BARE, 6406 BRIDGE RD MADISON, WI 53716.

OPS MEMO - 99-51- TO RESET YOUR EDSNET PASSWORD CONTACT EDS DIRECTLY AT 608-221-4746, EXT 3712. DO NOT CALL THE "HELP" NUMBER ON THE EDSNET SCREEN.

01 18 02 **** MONDAY HOLIDAY REMINDER ****

MONDAY, JAN. 21ST IS A HOLIDAY FOR STATE EMPLOYEES. THEREFORE, THE CALL CENTER WILL BE CLOSED, AS WILL ALL OTHER STATE OFFICES. CARES WILL BE UP AND AVAILABLE DURING THE NORMAL MONDAY HOURS. ALL NORMAL BATCH PROCESSING WILL OCCUR MONDAY NIGHT.

01 19 02 **** ACWS NOW AVAILABLE ****

THE EARNINGS GAIN DATA COLLECTION SCREEN, ACWS, IS NOW AVAILABLE IN CARES. ACWS IS A DETAIL SCREEN, ACCESSED ONLY FROM ACWI USING THE PF20 KEY. WHENEVER A CMF OR CMU PLACEMENT IS ENTERED WITH A PLACEMENT BEGIN DATE ON OR AFTER JANUARY 1, 2002, COMPLETION OF ENTRY EARNINGS IS REQUIRED ON ACWS. WHEN THE PLACEMENT ENDS, COMPLETION OF EXIT EARNINGS DATA IS REQUIRED AS WELL. USE THE WAGE AND NUMBER OF HOURS FOR WHICH THE PARTICIPANT WAS HIRED AS OF THE PLACEMENT BEGIN OR END DATE, ALONG WITH THE APPROPRIATE PROSPECTIVE BUDGETING FORMULA, TO CALCULATE ENTRY AND EXIT EARNINGS. AN OPERATIONS MEMO WILL BE PUBLISHED SOON WITH DETAILED EXPLANATIONS OF THE SCREEN FUNCTION AND EARNINGS CALCULATIONS.

01 23 02 **** CC PROVIDER MASS CHANGE ****

THE MINI-MASS CHANGE RAN ON 1/19/02. ALL AUTHS TO LICENSED PROVIDER LOCATIONS WHERE THE RATES ON CCRA HAD AN UPDATED DATE OF LESS THAN 10/22/01 WERE ENDED, WITH 10 DAY NOTICE, AS OF 2/2/02.

01 23 02 **** FS QC TIP ****

WHEN THE NONCUSTODIAL PARENT (NCP) RESIDES IN THE HOUSEHOLD WITH THE CUSTODIAL PARENT (CP) AND THE CHILD(REN) FOR WHOM THE NCP PAYS CHILD SUPPORT, CHILD SUPPORT RECEIVED BY THE CUSTODIAL PARENT IS NOT COUNTED AS INCOME FOR THE CHILD(REN). WHEN THE NCP RESIDES IN THE HOUSEHOLD WITH THE CP AND THE CHILD(REN) FOR WHOM THE NCP PAYS CHILD SUPPORT, A DEDUCTION FOR THE CHILD SUPPORT EXPENSE CANNOT BE ALLOWED. REFER TO FSHB 12.2.25 AND 16.5.0.

01 24 02 **** SATURDAY AVAILABILITY ****

WE RECENTLY CONTACTED LOCAL AGENCIES ABOUT THE POSSIBILITY THAT CARES ON-LINE MAY NOT BE AVAILABLE THIS SATURDAY, JANUARY 26, 2002. A NUMBER OF AGENCIES RESPONDED WITH CONCERNS RELATING TO THEIR NEED TO HAVE ACCESS TO CARES ON THAT DAY. WE ARE PLEASED TO ANNOUNCE THAT CARES ON-LINE WILL BE AVAILABLE ON SATURDAY, JANUARY 26 DURING THE REGULARLY SCHEDULED HOURS OF 9:00 A.M. TO 3:00 P.M.

01 26 02 **** WTW, WIA COMPONENTS ****

EFFECTIVE 01/26/02, PREVIOUS INACTIVE COMPONENTS B2 AND B3 WILL ONCE AGAIN BE AVAILABLE FOR USE BY WTW AND WAA ONLY. B2 IS 2YR SELF INITIATED EDUCATION/TRAINING, AND B3 IS 3-4YR SELF INITIATED EDUCATION/TRAINING.

** REMINDER FOR FAMILY CARE/PACE/PARTNERSHIP AGENCIES: REQUIRED: ENTER AN EFFECTIVE DATE IN THE ENROLLMENT DATE FIELD ON ANFR/ANCW, WHEN CHANGING THE LEVEL OF CARE FOR ANY INDIVIDUAL RECEIVING FAMILY CARE OR PACE/PARTNERSHIP SERVICES. INSTRUCTIONS AVAILABLE IN OPS MEMO 01-39, PAGE 3.

01 26 02 **** CHILD CARE FIXES AND ENHANCEMENTS ****

UNDER CERTAIN CIRCUMSTANCES, CC ATTD RPTS WERE MAILED BEFORE THE ATTD PERIOD WAS COMPLETED. THIS PROBLEM HAS BEEN FIXED.

THE NEW EOS REPORT CC67 CERTIFIED PROVIDERS WITH > 6 CHILDREN IS A SUMMARY REPORT SHOWING THE NUMBER OF CERTIFIED PROVIDER LOCATIONS WHERE MORE THAN 6 CHILDREN ARE AUTHORIZED BY COUNTY. THIS REPORT RUNS IN THE CCR CYCLE AND WILL BE AVAILABLE ON 2/5/02.

THE AUTH WORKER ID HAS BEEN ADDED TO CCQS.

YOU CAN NOW PF7 ON CCAP UP THRU THE FIRST 40 PAGES. IF CCAP HAS MORE THAN 40 PAGES, YOU WILL NOT BE ABLE TO PF7 AFTER THE 40TH PAGE - YOU WILL RECEIVE AN EDIT.

01 26 02 **** FS REMINDER ****

JUST A REMINDER ABOUT FSHB APPENDIX 22.01.01. WHEN RESTORING FOOD STAMP BENEFITS, DO NOT RESTORE BENEFITS TO THE GROUP IF THE GROUP CAUSED THE UNDERISSUANCE.

01 26 02 . **** CALL CENTER CLOSURE ****

THE CARES CALL CENTER WILL BE CLOSED THE AFTERNOON OF TUESDAY, JANUARY 29TH FOR MAPP TRAINING.

01 28 02 **ES/W-2 SPECIALISTS DAY**

GOVERNOR SCOTT MCCALLUM HAS PROCLAIMED TODAY AS ECONOMIC SUPPORT & W-2 SPECIALISTS DAY. ALL COUNTY/TRIBAL/W-2 AGENCIES SHOULD HAVE ALREADY RECEIVED A COPY OF THE PROCLAMATION AND A COVER LETTER FROM THE WISCONSIN SOCIAL SERVICES ASSOCIATION (WSSA). IF THERE'S ANYONE WHO HASN'T SEEN THE PROCLAMATION AND WOULD LIKE TO READ THE TEXT, YOU CAN GO TO THE WSSA WEB SITE - [HTTP://WWW.WSSA.WS/PROCLAMATION.HTML](http://www.wssa.ws/proclamation.html). SO DO SOMETHING FUN AND HAVE A HAPPY ES & W-2 DAY!

01 29 02 **** MAPP AND CTA IMPLEMENTATION ****

AUTOMATION OF THE MEDICAID PURCHASE PLAN (MAPP) AND CARETAKER SUPPLEMENT PROGRAM (CTS) HAVE NOW BEEN IMPLEMENTED IN CARES. LOOK FOR THE FOLLOWING OPERATIONS MEMOS:

02-02 - DETAILING MAPP AUTOMATION

02-03 - DETAILING CTS AUTOMATION.

01 31 02 **** NEEDED - CREATIVE MINDS!! ****

A LETTER WENT OUT TO LOCAL AGENCY DIRECTORS LAST WEEK INDICATING ONSPI HAS FUNDING AVAILABLE FOR LOCAL AGENCIES TO DEVELOP AND IMPLEMENT FOOD STAMP ERROR REDUCTION PLANS. WE ENCOURAGE AGENCIES TO PROVIDE INNOVATIVE PROPOSALS DESIGNED SPECIFICALLY FOR IMPROVING FSP PAYMENT ACCURACY IN YOUR AGENCY OR REGION. DEADLINE FOR SUBMISSION OF PROPOSALS IS FEBRUARY 18, 2002. YOUR PROPOSAL CANNOT HAVE A COST EXCEEDING \$25,000. CONTACT LISA HANSON AT (608) 266-5483 IF YOU NEED ADDITIONAL INFORMATION.

02 01 02 **** SSI AUTOMATED UPDATE OF ANBR.****

ON JANUARY 26, 2002, WE RECEIVED A SSI BENEFIT FILE FROM EDS THAT INDICATED A NUMBER OF INDIVIDUALS ARE ELIGIBLE FOR SSI WHEN THEY ARE NOT. THESE WERE STATE ONLY RECIPIENTS, AND THE LETTER AND PAYMENT FIELDS WERE UPDATED ERRONEOUSLY ON ANBR. WE EXPECT TO RUN A CORRECTION ON THESE RECORDS ON FEBRUARY 2, SO THAT THESE CASES WILL PROCESS ACCURATELY DURING ADVERSE ACTION. IF WORKERS HAVE ALREADY CORRECTED THEIR CASES, A NEW ALERT WILL NOT BE SENT. WORKERS WILL RECEIVE AN ALERT FOR THOSE CASES THAT NEED UPDATE WHEN THE FIX RUNS. IF NEEDED, WORKERS CAN RUN SFED TO INCLUDE THIS CHANGE.

02 01 02 **** MAPP CONVERSION REMINDER ****

IF CARES DOES NOT BUILD MAPP FOR JAN, FEB, AND MARCH PLEASE RUN WITH DATES (JAN AND FEB) TO TRIGGER THE CORRECT MMIS INTERFACE.

02 02 02 **** FACT FINDING FORM # DES 10784 ****

WISCONSIN WORKS (W-2) AGENCY FACT FINDING MEETING FORM (ALSO KNOWN AS WISCONSIN WORKS (W-2) AGENCY FACT FINDING REVIEW) HAS BEEN UPDATED AND SHOULD BE USED IMMEDIATELY.

THE OLD FORM STATED THAT AN INDIVIDUAL HAD 15 DAYS FROM THE DATE OF THE FACT FINDING DECISION TO APPEAL FOR A DEPARTMENTAL REVIEW. THE NEW FORM CORRECTS THE TIMEFRAME - IT'S 21 DAYS FROM THE DATE OF THE DECISION.

02 02 02 **** DXSA AND RECOUPMENT ****

SINCE THE RECENT ANNOUNCEMENTS REGARDING SSI RECOUPMENTS, THERE HAVE BEEN QUESTIONS REGARDING THE SOCIAL SECURITY RECOUPMENTS ON DXSA ALSO. WE WOULD LIKE TO CLARIFY THAT RECOUPMENT INFORMATION FOR SOCIAL SECURITY COMES TO US ONLY THROUGH THE BENDEX MATCH, AND NOT THROUGH SOLQ AND WTPY. THEREFORE, IF THE DXSA SCREEN INDICATES BENDEX AT THE TOP, THE RECOUPMENT AMOUNT AND END DATE WOULD BE DISPLAYED IF APPLICABLE. IF THE DXSA SCREEN HAS SOLQ OR WTPY IN THE HEADING, RECOUPMENT INFORMATION IS NOT PROVIDED.

02 05 02 **** ACPA DATES FOR CARETAKER SUPPLEMENT (CTS)****

WHEN ACPA WAS AUTOMATICALLY UPDATED FOR CATEGORY 1, 2 AND 3 CTS CASES, THE EFFECTIVE DATE AND OVERRIDE DATE ON THE SCREEN WERE SET TO MARCH 2002 (0302). THE INTENT OF THIS WAS TO PREVENT DUPLICATION OF JANUARY AND FEBRUARY CTS PAYMENTS. HOWEVER, THE SCREEN EDITS ON ACPA WILL NOT ALLOW A FUTURE DATE IN THE OVERRIDE DATE FIELD. WHEN YOU RECEIVE THE ERROR MESSAGE TELLING YOU THAT YOU CANNOT OVERRIDE THE APPLICATION DATE WITH A FUTURE DATE, CHANGE THE OVERRIDE DATE TO THE CURRENT DATE. BY DOING THIS ELIGIBILITY WILL BE RUN BY CARES FOR THE CURRENT MONTH AND MONTHS LEADING UP TO AND INCLUDING MARCH 2002. WE HAVE BUILT AN EDIT INTO THE PAYMENT ISSUANCE PROCESS THAT PREVENTS PAYMENT OF BENEFITS FOR JANUARY AND FEBRUARY 2002 TO BE DUPLICATED BY CARES WHEN THEY HAVE ALREADY BEEN ISSUED BY DHFS FOR CONVERTED CASES (CATEGORY 1, 2 AND 3). WHILE CARES WILL AUTOMATICALLY SUPPRESS THE JANUARY AND/OR FEBRUARY CTS PAYMENTS, THE WORKER MUST SUPPRESS THE JANUARY AND/OR FEBRUARY NOTICES TO THE RECIPIENT.

02 06 02 **** THE FOLLOWING CHANGES HAVE BEEN MADE IN CARES: **

THE ASSET TEST LOGIC HAS BEEN ELIMINATED FOR ALL OF FAMILY MEDICAID. A TEMPORARY FIX FOR THE ELIMINATION OF THE ASSET TEST FOR FAMILY MEDICAID HAD BEEN TO RAISE THE ASSET LIMITS AS HIGH AS THEY COULD BE SO THAT A CASE WOULD RARELY FAIL FOR ASSETS. NOW THE ASSET TEST HAS BEEN COMPLETELY REMOVED. ASSETS SHOULD NOT DISPLAY FOR FAMILY MEDICAID ON EAD.

AQIN - AN ADDITIONAL PARAMETER HAS BEEN ADDED TO FORCE AN EXACT MATCH. THE PARAMETERS FOR AQIN ARE NOW LAST NAME/ FIRST NAME/ MI/ SUF/ DOB/ E (EXACT MATCH INDICATOR). LAST NAME AND FIRST NAME ARE REQUIRED, BUT THE OTHER ITEMS ARE OPTIONAL. REMEMBER IF YOU ARE NOT USING AN OPTIONAL PARAMETER TO PUT IN A SLASH AS A PLACE-HOLDER. NOTE THE FOLLOWING EXAMPLES.

A) IF YOU WANT TO GET AN EXACT MATCH ON JOHN SMITH, ENTER SMITH/JOHN///E. AQIN WILL THEN BRING UP ONLY INDIVIDUALS WITH THE EXACT SPELLING OF 'SMITH' FOR A LAST NAME THE EXACT SPELLING OF 'JOHN' FOR THE FIRST NAME.

B) IF YOU ALSO KNEW THE DATE OF BIRTH BUT WEREN'T SURE OF THE FIRST AND LAST NAME SPELLING, YOU COULD ENTER SMITH/JOHN///10041951. THIS WOULD BRING UP NAMES SIMILAR TO JOHN SMITH THAT HAD BIRTH DATE OF 10041951. YOU WOULD NOT ENTER THE 'E' IN THE FINAL PARAMETER BECAUSE YOU'RE NOT REQUESTING AN EXACT MATCH.

C) YOU COULD DO THE SAME WITH AN EXACT MATCH BY ENTERING SMITH/JOHN///10041951/E. THIS WOULD LIMIT IT TO THE SPELLING ENTERED, BUT WOULD ALSO BRING UP ONLY THOSE INDIVIDUALS WITH THE BIRTH DATE ENTERED.

IN THE CLIENT REGISTRATION PROCESS THE CRIR SCREEN WILL ONLY ALLOW THE ENTRY OF ONE INDIVIDUAL. OTHER INDIVIDUALS MUST BE ENTERED ON THE ANID SCREEN. THIS CHANGE AS WELL AS THE CHANGES TO AQIN WERE MADE IN ORDER TO SIMPLIFY CLEARANCE AND REDUCE THE NUMBER OF MULTIPLE PINS ASSIGNED TO INDIVIDUALS IN CARES.

02 07 02 **** FS QC TIP OF THE WEEK ****

IF A CASE IS OPEN FOR OTHER PROGRAMS AND THE FOOD STAMPS HAVE BEEN CLOSED FOR LESS THAN 41 DAYS, THE FS X CATEGORY IS NOT CREATED AND THE AG MAY RE-OPEN WITHOUT AN APPLICATION WHEN A CHANGE IS ENTERED THAT MAKES THE HOUSEHOLD ELIGIBLE FOR FOOD STAMPS. BECAUSE AN INTERRUPTION IN FS BENEFITS FOR EVEN ONE DAY REQUIRES A NEW APPLICATION, WORKERS SHOULD PAY CLOSE ATTENTION TO WHETHER THE FOOD STAMP BENEFITS ARE CONTINUOUS IF THE CASE HAS NOT BEEN CLOSED FOR 41+DAYS. IF THE FS BENEFITS ARE NOT CONTINUOUS, THE CLIENT MUST SIGN AN APPLICATION FOR MEDICAID/BADGERCARE AND FOOD STAMPS PART 1 - REGISTRATION (DES 11605) TO SET THEIR FILING DATE. THE WORKER COMPLETES A NEW APPLICATION AND THE FS OPEN AS OF THE NEW FILING DATE. REFER TO OPS MEMO 01-29 AND 00-44.

02 07 02

**** CARES GUIDE MINI-RELEASE ****

THE CLOCKS EXTENSION DESK AID HAS BEEN UPDATED AND MAY BE FOUND IN SECTION 2 - WORK PROGRAMS, APPENDIX 3.

02 08 02 **** MAPP CASES CONVERSION REMINDER ****

ALL PREMIUM PAYING MAPP CASES MUST BE CONVERTED BY 02/15/02 REGARDLESS OF WHEN MAPP TRAINING IS SCHEDULED FOR YOUR AGENCY. DIRECTIONS ON CONVERTING CASES CAN BE FOUND IN OPS MEMO 02-02.

02 12 02 **** DX UCB MATCH RERUN ****

THE UCB DX RUN OF 2-7-02 CAUSED INCORRECT DISPOSITIONS. WE HAVE DELETED ALL THE DISPOSITIONS, INCLUDING THOSE THAT WERE RESOLVED AND HAVE RERUN THE MATCH FOR THOSE DISPOSITIONS.

02 12 02 *****PLAN NOW*****

WATCH THE MAIL FOR THE BROCHURE ANNOUNCING THE 10TH ANNUAL ANEW CONFERENCE. IT WILL BE HELD AT CHULA VISTA IN THE DELLS FROM 8AM TO 4PM, ON APRIL 5TH. 6 HRS OF PROFESSIONAL TRAINING CREDITS WILL BE AWARDED TO THOSE ATTENDING THE ALL DAY CONFERENCE. APPROVAL FOR ECM CREDIT IS PENDING. CONFIRMED SPEAKERS INCLUDE JIM TWIST (SSA) ON SSI ADVOCACY, DAVE TIMMERMAN (DHFS) ON ESTATE RECOVERY, AND LISA SIMEONE (REGION V-DHHS) ON CIVIL RIGHTS. REGISTRATIONS WILL BE ACCEPTED BY MAIL THROUGH MARCH 25TH. MAIL REGISTRATIONS TO ELAINE DAVIDSON 1015 S. SEVERNS AVE., MARSHFIELD WI 54449. CALL ELAINE AT 715-387-6374 OR EMAIL AT EDavidson@CO.WOOD.WI.US OR CARES MAIL AT XWO005 WITH QUESTIONS ABOUT REGISTRATIONS CALL JILL JOHNSON AT 920-675-4638 WITH QUESTIONS REGARDING PROGRAM CONTENT.

02 13 02 **** QUEST CARD REPLACEMENT- TEMPORARY PROCEDURE ****

SOME REPLACEMENT CARDS HAVE NOT RETAINED THEIR ORIGINAL PINS. (WHEN A REPLACEMENT CARD IS ORDERED THROUGH CEFS CUSTOMER SERVICE, THE PIN SHOULD CARRY OVER TO THE REPLACEMENT CARD.) CEFS KNOWS OF A COUPLE INCIDENTS AND AFTER RESEARCHING, HAS FOUND THE OVERWHELMING MAJORITY OF REPLACEMENT CARDS HAVE RETAINED THEIR ORIGINAL PIN.

UNTIL THE SCOPE AND CAUSE OF THIS PROBLEM IS UNDERSTOOD, CUSTOMER SERVICE REPS HAVE BEEN INSTRUCTED TO TEMPORARILY ADVISE ALL CALLERS ORDERING REPLACEMENT CARDS THAT THEY NEED TO CALL ONCE THE CARD IS RECEIVED TO PIN VIA THE ARU. THIS EXCEPTION WILL LAST THE MINIMAL TIME NECESSARY, BUT IS THE SAFEST METHOD TO ENSURE ALL SHOPPERS WILL BE ABLE TO PERFORM TRANSACTIONS UPON THEIR FIRST ATTEMPT, RATHER THAN POSSIBLY RECEIVE AN INCORRECT PIN MESSAGE.

02 14 02 **** ANNUAL COLA RELATED CHANGES WEBSITE ****

IT HAS BEEN BROUGHT TO OUR ATTENTION THAT THE WEBSITE ADDRESS LISTED IN OPERATIONS MEMO 01-76 (ANNUAL COLA-RELATED CHANGES) ONLY WORKS FROM THE DHFS HOME PAGE. THE SPOUSAL IMPOVERISHMENT ASSET AND INCOME TABLES CAN BE ACCESSED BY GOING TO: [HTTP://WWW.DHFS.STATE.WI.US/MEDICAID1/RECPUBS/RECPPUB.HTM](http://www.dhfs.state.wi.us/medicaid1/recpubs/recppub.htm)

02 15 02 **** HOME MAINTENANCE ALLOWANCE ****

AS OF 1/25/02, CARES CORRECTLY APPLIES THE MAXIMUM HOME MAINTENANCE ALLOWANCE THAT WENT INTO EFFECT ON 10/01/01. CORRECT THE HOME MAINTENANCE ALLOWANCE, FOR ANY CASES IN WHICH THE PROCESS OUTLINED IN OPS MEMO 01-72 WAS USED, BY DELETING THE EXPENSE AMOUNT WITH THE "AE" DELETE CODE ON THE AFSP SCREEN, AND THEN RUNNING/CONFIRMING ELIGIBILITY. THE LOGIC IN CARES HAS BEEN DATE STAMPED SO THAT IF YOU RUN TODAY FOR PAST PERIODS OF ELIGIBILITY BACK TO 10/01/01, CARES WILL CORRECTLY APPLY THE NEW POLICY AS LONG AS THESE AFSP EXPENSE AMOUNTS HAVE BEEN DELETED.

02 15 02.

**** MEDICAID E-3070S ****

REQUIRED: ENTER THE DATE AND THE NAME OF THE WORKER COMPLETING THE FORM IN THE "SIGNATURE OF AGENCY DIRECTOR OR AUTHORIZED REPRESENTATIVE" FIELD AT THE BOTTOM OF THE E-3070. E-3070S WILL BE RETURNED AS "INVALID" IF THE WORKER NAME IS NOT PRESENT.

02 15 02 **** CC CHECKS AND MORE ****

CHILD CARE CHECKS/EFT'S WILL BE DELAYED BY ONE DAY DUE TO PRESIDENT'S DAY, MONDAY, FEBRUARY 18, 2002. CHECKS WILL BE MAILED ON TUESDAY, FEBRUARY 19, 2002 AND EFT'S WILL BE DEPOSITED ON WEDNESDAY, FEBRUARY 20, 2002.

THE EOS REPORT CC68 AND CC69 LICENSED CHILD CARE PROVIDERS W/O CURRENT RATES WILL NO LONGER BE UPDATED. THE LATEST CURRENT VERSION WAS RUN ON SATURDAY, FEBRUARY 10, 2002.

02 16 02 **** FOOD STAMP HANDBOOK RELEASE ****

THE FIRST RELEASE OF THE ONLINE FOOD STAMP HANDBOOK (RELEASE 02-01 EFFECTIVE 02/18/02) WAS MADE TODAY. GO TO [HTTP://WWW.DWD.STATE.WI.US/DESFHKB/HANDBOOK/](http://www.dwd.state.wi.us/desfshbk/handbook/) AND CLICK ON THE "GREEN SHEETS" LINK FOR THE 02-01 RELEASE

TO SEE THE CHANGES MADE. THIS RELEASE MAKES THE PAPER FS HANDBOOK OBSOLETE. DO NOT USE THE PAPER FS HANDBOOK FOR POLICY ANYMORE. FOR HELP ON HOW TO USE THE ONLINE FS HANDBOOK, CLICK ON THE "HELP" LINK FROM THE HANDBOOK HOME PAGE.

02 19 02 APPLICATION AND THE FS OPEN AS OF THE NEW FILING DATE. REFER TO OPS MEMO 01-29 AND 00-44.

Note: This DXBM is clarified on 02/20/02.

02 18 02

**** PERFORMANCE STANDARD REPORTS ****

JANUARY 2002 EOS PERFORMANCE STANDARDS REPORTS ARE NOW AVAILABLE

02 20 02

**** CLARIFICATION ON 2/7 FS QC TIP ****

ADDED WORDS BETWEEN THE QUOTES:

IF A CASE IS OPEN FOR OTHER PROGRAMS AND THE FOOD STAMPS HAVE BEEN CLOSED FOR LESS THAN 41 DAYS, THE FS X CATEGORY IS NOT CREATED AND THE AG 'MIGHT ERRONEOUSLY' RE-OPEN WITHOUT AN APPLICATION WHEN A CHANGE IS ENTERED THAT MAKES THE HOUSEHOLD ELIGIBLE FOR FS. BECAUSE AN INTERRUPTION IN FS BENEFITS FOR EVEN 1 DAY REQUIRES A NEW APPLICATION, WORKERS SHOULD PAY CLOSE ATTENTION TO WHETHER THE FS BENEFITS ARE CONTINUOUS IF THE CASE HAS NOT BEEN CLOSED FOR 41+ DAYS. IF THE FS BENEFITS ARE NOT CONTINUOUS, THE CLIENT MUST SIGN AN APPLICATION FOR MEDICAID/BADGERCARE AND FOOD STAMPS PART 1 - REGISTRATION (DES 11605) TO SET THEIR FILING DATE. THE WORKER COMPLETES A NEW APPLICATION AND THE FS OPEN AS OF THE NEW FILING DATE. REFER TO OPS MEMO 01-29 AND 00-44.

02 22 02

**** QUEST CARD DELAY ****

365 QUEST CARDS ORDERED ON 2/14/02 WERE PROCESSED CORRECTLY BY THE CARD ISSUER. THE SAME FILE WAS INCORRECTLY PROCESSED AGAIN THE NEXT DAY. THE CARDHOLDERS WILL RECEIVE 2 IDENTICAL CARDS WITH THE SAME PAN. THE DATE OF ISSUE ON THE CEFS SYSTEM FOR THE CARDHOLDERS IS 2/14/02. IF CARES ORDERED A CARD, THE UPDATED DATE ON BIET WILL DISPLAY 2-14-2002. IF YOU ARE CONTACTED ABOUT DUPLICATE CARDS, INSTRUCT THE CARDHOLDER TO CUT UP AND THROW AWAY ONE OF THE CARDS. CEFS CUSTOMER SERVICE WILL ALSO ADVISE CALLERS TO DESTROY ONE OF THE CARDS.

378 QUEST CARDS ORDERED ON 2/15/02 WERE NOT PROCESSED TIMELY. CEFS WILL PRODUCE THE 378 CARDS AND MAIL THEM ON FRIDAY, 2/22/02. IF CARES ORDERED A CARD, THE UPDATED DATE ON BIET WILL DISPLAY 2-15-2002. THE CEFS SYSTEM DATE OF ISSUE IS 2/15/02. IF CEFS CUSTOMER SERVICE IS CONTACTED, THEY WILL VERIFY THE ADDRESS, AND IF CORRECT, WILL INFORM THE CALLER THAT THERE WAS A DELAY AND THE CARD SHOULD BE RECEIVED WITHIN 5 BUSINESS DAYS FROM FRIDAY, 2-22-02.

YOU MAY ISSUE A TEMPORARY QUEST CARD FOR CARDHOLDERS AFFECTED BY THIS DELAY IF YOU DETERMINE THAT AN EMERGENCY EXISTS. THE CARDS WOULD HAVE BEEN MAILED ON TUESDAY, 2/19/02 IF THE FILE HAD BEEN PROCESSED CORRECTLY.

02 22 02

**** DXBM ON CTS AND W-2 ****

CLARIFICATION: WITH THE AUTOMATION OF THE CARETAKER SUPPLEMENT (CTS) PROGRAM IN CARES, A QUESTION HAS COME UP REGARDING THE RECOUPMENT OF W-2 PAYMENTS WHEN W-2 AND CTS ARE ISSUED IN THE SAME MONTH. IN THE SITUATION WHERE A PERSON RECEIVES A W-2 CASH PAYMENT AND A CTS PAYMENT IN THE SAME MONTH (OR FOR THE SAME MONTH), THE W-2 PAYMENT MUST NOT BE RECOUPED. DEPARTMENT OF HEALTH AND FAMILY SERVICES CTS PROGRAM STAFF ARE CURRENTLY WORKING ON A REMEDY FOR THIS SITUATION. MORE INFORMATION WILL BE FORTHCOMING ONCE IT IS AVAILABLE.

03 02 02 MANY MESSAGES TODAY ABOUT MANY DIFFERENT AREAS

**** A CSDS CHANGE ****

CLIENT SCHEDULING UPDATES IN CARES: WORKERS CAN NOW SET UP DAILY SCHEDULES (CSDS) AND SCHEDULE APPOINTMENTS SIX MONTHS INTO THE FUTURE, WITH THE ENTIRE SIXTH MONTH AVAILABLE FOR SCHEDULING. PRIOR TO THIS CHANGE, WORKERS WERE RESTRICTED TO 180 DAYS INTO THE FUTURE. ALSO, THE WORKER NOT AVAILABLE SWITCH ON CSDS CAN BE TURNED OFF AND ON AS NEEDED. IF IT IS Y FOR A GIVEN DAY AND A WORKER'S PLANS CHANGES, IT CAN NOW BE SPACED OUT, MAKING THAT DAY AVAILABLE FOR SCHEDULING ON CSAS.

**** NEW WTW PROGRAM TYPE CODE ****

EFFECTIVE MONDAY, MARCH 4, A NEW WTW PROGRAM TYPE CODE CAN BE SELECTED FOR THE WISCONSIN CORRECTIONAL SERVICES FOR USE IN MILWAUKEE COUNTY ONLY. THE CODE IS WC (IDENTIFIED AS FORMULA WISCONSIN CORRECTIONAL SERVICES IN REFERENCE TABLE TWTW) AND IS ENTERED ON CRWT.

**** NEW OFFSET RULE FOR PERSON ADD ****

FOR FS CASES, WHEN AN AUXILIARY BENEFIT IS BEING GIVEN OUT BECAUSE A PERSON HAS BEEN ADDED TO THE CASE, IF THERE IS ALREADY AN ESTABLISHED CLAIM ON THE CASE, YOU CAN NOW APPLY AN OFFSET TO THE AUXILIARY BENEFIT. ON BIFS, WHEN THE CLAIM INDICATOR IS "Y" AND THE WORKER IS DOING A FS AUXILIARY USING REASON CODE 925, "PERSON ADD", JUST MARK A "Y" IN THE OFFSET INDICATOR FIELD, FOR THIS TO APPLY.

**** CTS AND UNCONVERTED CASES ****

CTS CASES THAT WERE ON CONVERSION CASE LISTS THAT ARE NOT CONVERTED DID NOT RECEIVE CTS FOR MARCH 2002 ON THEIR MARCH 1, 2002 SSI CHECK. MANY OF THESE CLIENTS ARE CALLING THE SSI HELPLINE AND ARE BEING INSTRUCTED TO CONTACT THEIR LOCAL AGENCIES.

DO NOT REQUEST MANUAL PAYMENT FOR MARCH CTS BENEFITS FOR THESE CASES. YOU SHOULD CONVERT THE CASE. CONVERTING THE CASE NOW (BEFORE ADVERSE ACTION) WILL GENERATE BENEFITS FOR MARCH AND APRIL AND WILL BE PAID WITH THE APRIL SSI CHECK.

CONVERTING THE CASE AND REQUESTING A MANUAL PAYMENT WILL RESULT IN AN OVERPAYMENT. THE ONLY TIME YOU SHOULD REQUEST A MANUAL PAYMENT OF CTS IS WHEN ELIGIBILITY IS CONFIRMED BUT COULD ONLY BE DETERMINED BY RUNNING WITH DATES.

**** CHILD CARE ITEMS ****

CONFIRMATION FIELDS HAVE BEEN ADDED TO CCAR FOR AGENCIES THAT CHOOSE TO CONFIRM PROVIDER ENTERED ATTD PRIOR TO ISSUANCE. THESE FIELDS WILL REMAIN PROTECTED UNTIL WEB ATTD MOVES TO PRODUCTION ON 3/25/02. AN OPS MEMO IS COMING EXPLAINING WEB ATTD AND THE NEW CONFIRMATION FIELDS ON CCAR.

THERE IS A NEW EDIT ON CCAC: 588 - WORKER MUST BE IN THE SAME COUNTY AS THE CASE. WHEN CASES TRANSFER BETWEEN COUNTIES THE NEW EDIT WILL FORCE THE NEW AUTH WORKER TO ENTER THEIR WORKER ID ON CCAC. THIS WILL ENSURE THAT ATTD REPORT FORMS PRINTED AND MAILED WITH THE CORRECT AGENCY RETURN ADDRESS.

CCAH HAS MODIFIED TO DISPLAY THE PROVIDER NUMBER AND THE USER ID OF THE WORKER THAT ENTERED/MODIFIED/ENDED THE AUTH. THERE ARE NOW TWO LINES OF DETAIL FOR EACH AUTH.

CCRA HAS BEEN CHANGED TO DEFAULT TO A HIGH DATE FOR BOTH THE CATEGORY AND RATE EFFECTIVE BEGIN DATE. NOW YOU WILL BE ABLE TO SEE RATES WITH A FUTURE BEGIN DATE W/O ENTERING DATES IN THE PARM.

03 05 02 **** MOVING THE ONLINE TRAINING COURSES ****

THE BPS TRAINING SECTION HAS MADE THE DECISION TO MOVE ALL OF THE ONLINE COURSES CURRENTLY BEING MAINTAINED AND LAUNCHED THROUGH LOTUS LEARNINGSPLACE TO WEB RESOURCE PAGES. THIS DECISION HAS COME AFTER LONG DELIBERATIONS OVER THE INCREASED COST OF PROVIDING THE COURSE MATERIAL THROUGH LEARNINGSPLACE AND THE TROUBLES/FRUSTRATIONS THE PARTICIPANTS HAVE EXPERIENCED IN TRYING TO ACCESS AND COMPLETE THE ONLINE COURSES. THE TARGET DATE FOR COMPLETING THIS TRANSITION IS MARCH 15.

03 05 02 **** NEW DXSN MATCH INFORMATION ****

AS OF MONDAY, MARCH 04, 2002, WORKERS MAY BEGIN SEEING ALERT WHICH READS '327 DEATH INFORMATION - SEE DXSN'. THIS ALERT COULD BE GENERATED FROM THE DAILY WTPY PROCESS AT APPLICATION, AT THE TIME OF A PERSON ADD, AND AT CASE REVIEW. DXSN WILL DISPLAY A DATE OF DEATH AND A DISCREPANCY CODE OF 'X DEATH DATA PROVIDED. BY FEDERAL REGS, THIS INFORMATION WILL ONLY BE PROVIDED AT THESE TIMES ONLY FOR CASES IN WHICH THERE IS AN OPEN FOOD STAMP AG. THE PREVIOUS DEATH DATA WHICH WAS RECEIVED ON A LIMITED NUMBER OF CASES WILL CONTINUE.

03 06 02 **** BI-WEEKLY FS QC TIP ****

WORKERS ARE REQUIRED TO GIVE THE CUSTOMER A COPY OF THE "ADDENDUM TO APPLICATION" (DES 2378-1 REVISED 11/2001) AT EACH APPLICATION AND REVIEW. THE WORKER MUST EXPLAIN THE ADDENDUM TO THE CUSTOMER AND HAVE THE CUSTOMER INITIAL THE LINE ON THE SIGNATURE PAGE OF THE CAF WHICH STATES THAT THEY HAVE RECEIVED AND UNDERSTAND THE ADDENDUM. WITH THE CLIENT ERROR RATE RAPIDLY INCREASING, SPECIAL ATTENTION SHOULD BE GIVEN TO EXPLAINING THE CHANGE REPORTING REQUIREMENTS.

03 06 02 **** CHILD CARE FIX ****

THE NEW EDIT ON CCAC BN1 THE AUTH WORKER MUST BE IN THE SAME LOCATION AS THE CASE PERMANENT WORKER HAS BEEN REMOVED.

03 06 02 **** A SPECIAL CTS CYCLE TONIGHT ****

THE STATE WILL BE RUNNING A SPECIAL CTS CYCLE ON THE EVENING OF MARCH 6TH TO CAPTURE CTS CASES THAT WERE CONVERTED AFTER THE DEADLINE. WORKERS WILL HAVE UNTIL NOON ON MARCH 6TH TO CONFIRM MARCH, 2002 CTS BENEFITS MESSAGE DESCRIPTION IN CARES. EDS WILL ACCOMMODATE THIS SPECIAL INTERFACE (ACTUALLY A CTS 3 CYCLE FOR MARCH 02) ON THE WEEKLY SSI CHECK CYCLE ON WEDNESDAY NIGHT. TARDY CHECKS WILL THEN ARRIVE NEXT WEEK, EFT WILL BE IN THE HANDS OF THE CLIENT BY FRIDAY.

03 08 02 **** QUEST CARD DELAYS ****

QUEST CARDS ORDERED ON 3/1/02, 3/4/02 AND 3/5/02 WERE NOT PROCESSED TIMELY DUE TO CEFS PROBLEMS WITH THE CARD FILES. THE 1550 CARDS WERE PRODUCED AND MAILED TODAY.

THE DATE OF ISSUE ON THE CEFS SYSTEM FOR THE CARDHOLDERS IS THE SAME DATE THE CARDS WERE ORDERED. IF CARES ORDERED A CARD, THE UPDATED DATE ON BIET ALSO DISPLAYS THE DATE THE CARD WAS ORDERED.

IF CARDHOLDERS CONTACT CEFS CUSTOMER SERVICE, THE REPRESENTATIVE WILL VERIFY THE ADDRESS, AND IF CORRECT, WILL INFORM THE CALLER THAT THERE WAS A DELAY IN THE ISSUANCE OF THE CARDS. YOU MAY ISSUE A TEMPORARY QUEST CARD FOR CARDHOLDERS AFFECTED BY THIS DELAY IF YOU DETERMINE THAT AN EMERGENCY EXISTS.

03 19 02 *****REMINDER** ANEW CONFERENCE*****

THE MAIL-IN REGISTRATION DEADLINE FOR THE ANEW CONFERENCE IS MARCH 25TH. THE CONFERENCE WILL BE HELD AT CHULA VISTA IN WI DELLS ON APRIL 5TH. SOME OF THE WORKSHOPS FOR THE DAY HAVE NOW BEEN APPROVED FOR ECM CREDIT. CALL ELAINE DAVIDSON AT 715-387-6374 OR EMAIL HER AT EDavidson@CO.WOOD.WI.US OR CARES MAIL XWO005 IF YOU HAVE ANY QUESTIONS ABOUT REGISTRATION. SEND REGISTRATIONS TO HER AT 1015 SEVERNS AVE. MARSHFIELD, WI 54449. CALL JILL JOHNSON AT 920-675-4638 WITH QUESTIONS REGARDING PROGRAM CONTENT.

03 19 02 **** CBT COURSES MOVED ****

THE TRAINING SECTION HAS MIGRATED ITS CBT COURSES FROM THE LEARNINGSPLACE SYSTEM TO WEBSITE RESOURCES OF THEIR HOMEPAGE. THESE COURSES CAN BE ACCESSED AT: [HTTP://WWW.DWD.STATE.WI.US/DESTRAIN/TRAINSEC](http://www.dwd.state.wi.us/DESTRAIN/TRAINSEC) NOTE: THE FOOD STAMP ERROR REDUCTION CBT WAS NOT MIGRATED. IT HAS BEEN TAKEN OFFLINE UNTIL FURTHER NOTICE.

03 20 02 **** FPL CHANGES FOR MA, CC AND W2 ****

EFFECTIVE IMMEDIATELY FOR MEDICAID PROGRAMS (MAPP, HEALTHY START, BADGERCARE, ETC.), CARES WILL BE USING NEW AMOUNTS, BASED ON THE 2002 FEDERAL POVERTY LEVELS, FOR ELIGIBILITY DETERMINATIONS FOR MAY 2002 AND LATER. THIS IS ALSO TRUE FOR CHILD CARE AND WISCONSIN WORKS CASES. CARES WILL CONTINUE TO USE THE CURRENT AMOUNTS WHEN DOING ELIGIBILITY DETERMINATION FOR APRIL 2002 AND EARLIER.

03 20 02 **** FS QC TIP FOR 3/20 ****

WHEN AN INDIVIDUAL'S UNEMPLOYMENT COMPENSATION (UC) BENEFITS ARE DISCONTINUED, END DATE THE UC SCREEN ON AFUI. THE WORKER WILL NEED TO RERUN ELIGIBILITY IN THE MONTH FOLLOWING THE MONTH THE UC ENDED. BARRING ANY OTHER EXEMPTION REASON, THE INDIVIDUAL WILL THEN SHOW AS MANDATORY ON AIWP AND CAN BE REFERRED FOR FSET. FOR EXAMPLE: UC ENDS IN MARCH AND THE WORKER ENTERS THE EFFECTIVE BEGIN AND END MONTH OF 03/02 ON AFUI. THE WORKER RERUNS ELIGIBILITY ON OR AFTER APRIL 1, AND THE INDIVIDUAL IS REFERRED FOR FSET IN APRIL. USE ACEC TO SEND A REMINDER TO RERUN ELIGIBILITY FOR THE MONTH AFTER UC HAS ENDED IN ORDER TO GET THE FSET REFERRAL.

03 22 02 **** CC FIXES AND ENHANCEMENTS ****

EFF 3/25/02 CCUC IS A NEW SCREEN WHERE UTILIZATION CAN BE VIEWED BY CASE. CCUC WILL DEFAULT TO SHOW DATA FOR THE MOST RECENTLY COMPLETED 5 ATTD PERIODS. USE THE CASE NUMBER TO TRAN TO CCUC. BY USING AN OPTIONAL DATE IN THE PARMS, YOU CAN VIEW DATA GOING BACK 5 ATTD PERIODS FROM THE DATE IN THE PARMS. USE CCUC WHEN REAUTHORIZING CARES TO REVIEW USAGE OF AUTHED HOURS. EFF 3/25/02 THE FOSTER CARE BENEFIT WILL NO LONGER BE COUNTED IN THE CC AG GROSS INCOME AMOUNT.

THE PROBLEM WHERE INCOME ON AFEI AND AFDE WAS NOT THE SAME HAS BEEN FIXED. THIS WAS A RARE PROBLEM.

03 23 02 THERE ARE MANY MESSAGES REGARDING FIXES AND ENHANCEMENTS MADE OVER THE WEEKEND.

**** CRIS, AICL ENHANCEMENT ****

WHEN CLEARING AN INDIVIDUAL ON CRIS OR AICL, AND A PERSON IS DISPLAYED AS A POSSIBLE MATCH BUT WITH A SCORE OF LESS THAN 100, THE MISMATCHED DATA WILL BE DISPLAYED IN WHITE. REMEMBER TO INVESTIGATE THE MISMATCH DATA CAREFULLY TO SEE IF THE PERSON YOU ARE TRYING TO CLEAR AND THE TARGET ON CRIS OR AICL ARE THE SAME PERSON. AVOID DUPLICATE PINS FOR THE SAME PERSON.

EFFECTIVE MONDAY, MARCH 25, 2002, THE CHILD CARE WEB ATTENDANCE FUNCTIONALITY IS AVAILABLE STATEWIDE. PLEASE NOTE THE FOLLOWING:

1. OPERATIONS MEMO 02-19 WAS RECENTLY ISSUED AND HAS ALL NECESSARY INFORMATION REGARDING THE IMPACTS OF THE CHANGES ON BOTH CCPI AND CCPS, AS WELL AS SECURITY PROCEDURES.
2. ALL COUNTIES/TRIBES MUST RETURN THEIR FORMS INDICATING WHETHER THEY WILL BE A CONFIRMATION AGENCY OR NOT. ANY AGENCY NOT RETURNING THE FORM WILL BE INDICATED, BY DEFAULT, AS NON-CONFIRMATION.
3. PROVIDERS AND LOCAL AGENCY STAFF CAN NOW SUBMIT THEIR REQUESTS FOR LOGON ACCESS. CURRENT CCPI USERS MUST REQUEST UPDATE ACCESS FOR WEB ATTENDANCE.
4. COUNTIES ARE STRONGLY ENCOURAGED TO DEVELOP MONITORING PLANS AROUND THE WEB ATTENDANCE. FOR CONFIRMATION AGENCIES, THE KEY REPORT FOR CASELOAD MANAGEMENT AND MONITORING IS THE NEW CCPI REPORT "ATTENDANCE TO BE CONFIRMED."

**** FOOD STAMP FIXES PUT INTO CARES ON 3-22-01 ****

18 YR OLD STUDENT EARNINGS WILL NOT BE COUNTED IN THE FS ED/BC UNTIL THE MONTH AFTER THE STUDENT TURNS 18.

NON-FARM SE INCOME LOSSES WILL NO LONGER BE DEDUCTED FROM OTHER EARNED OR UNEARNED INCOME. FARM LOSS WILL BE DEDUCTED FROM OTHER EARNED/UNEARNED INCOME ONLY IF THE GROSS PROCEEDS FROM THAT BUSINESS ARE EQUAL TO OR MORE THAN \$1000 PER YEAR.

SE INCOME FROM RENTAL PROPERTY WILL NOW BE TREATED AS EARNED INCOME IF THE PROPERTY IS SELF-MANAGED 80 OR MORE HOURS PER MONTH. IF THE MONTHLY HOURS ENTERED ARE LESS THAN 80, THE INCOME WILL BE TREATED AS UNEARNED INCOME EVEN IF THE SELF-MANAGED SWITCH IS 'Y'

ROOMER INCOME ENTERED ON AFRE AND AFRP WILL NOW BE TREATED AS SELF-EMPLOYMENT EARNINGS. A SECOND PHASE WILL BE DONE IN THE NEAR FUTURE FOR ADDING A FIELD TO AFRE TO LIST EXPENSES FROM ROOMER INCOME. UNTIL THAT TIME, IF YOU HAVE ANY ROOMER INCOME WITH EXPENSES THAT MUST BE DEDUCTED, PLEASE ENTER IT ON AFSE AS REGULAR SELF-EMPLOYMENT INCOME.

CHANGES TO FSET SANCTIONS ON AIWS-IF A FS AG CLOSES AT ADVERSE ACTION AND A SANCTION IS ENTERED PRIOR TO THE END OF THAT MONTH AND THEN THE CASE RE-OPENS, THE SANCTION USED TO BE APPLIED IN THE FIRST MONTH FOR WHICH YOU RAN ELIGIBILITY. NOW, THE SANCTION WILL BEGIN THE MONTH FOLLOWING. EXAMPLE: FS AG CLOSES AT ADVERSE ACTION IN MARCH FOR LACK OF REVIEW. ON 3-22-02, A SANCTION REQUEST IS ENTERED ON AIWS. ON 3-27-02, THE REVIEW IS CONDUCTED AND THE CASE IS RE-OPENING FOR 4-1-02. THE FSET SANCTION WILL BEGIN 5-1-02.

VQT AND FSET SANCTIONS-CHANGED HOW CARES ADDS INDIVIDUALS RE-REQUESTING FS ONCE THEIR SANCTION PERIOD ENDS. IF A RE-REQUEST IS MADE IN THE MONTH THE SANCTION IS ENDING (OR LATER), CARES WILL ADD THE INDIVIDUAL IN THE MONTH FOLLOWING THE SANCTION END-DATE. IF A RE-REQUEST IS MADE ANY SOONER THAN THE FIRST OF THE MONTH IN WHICH THE INDIVIDUAL'S SANCTION ENDS, CARES WILL DENY ELIGIBILITY FOR THAT PERSON.

ALIEN DEEMING FIXES-DEPENDENT CARE EXPENSES PAID BY AN INELIGIBLE ALIEN WILL NOW BE USED IN THE FS DETERMINATION AND WILL BE PRORATED CORRECTLY. INCOME OF AN INELIGIBLE ALIEN THAT IS NORMALLY EXEMPT, SUCH AS A MINOR STUDENT'S EARNINGS, WILL NOW BE EXEMPTED IN THE FS ALIEN DEEMING CALCULATION.

FS RECOUPMENT ISSUE-WE HAVE FIXED A PROBLEM WHERE BY THE FS BUDGET ON EFAD AND THE NOTICE SENT TO THE CLIENT SHOWED A RECOUPMENT ON AN INITIAL ALLOTMENT AND EXPEDITED ALLOTMENTS, BUT NO RECOUPMENT WAS ACTUALLY DEDUCTED. NOW, CARES WILL NO LONGER DISPLAY THESE PHANTOM RECOUPMENTS ON THE BUDGET SCREEN OR IN THE NOTICE.

THE DECLARATION OF CITIZENSHIP QUESTION ON ANDA NO LONGER APPLIES TO ANY TYPE OF ASSISTANCE (W-2, CHILD CARE, FOOD STAMPS AND ALL MA CATEGORIES.)

03 26 02 **** CORRECTION TO OPS-MEMO 02-23 ****

WE DISCOVERED A MISTAKE IN OPS MEMO 02-23. THE SLMB PLUS TABLE ON PAGE THREE SHOWS THE INCORRECT AMOUNTS IN THE 'NEW LIMIT' COLUMN. PLEASE MAKE CORRECTIONS AS FOLLOWS:

GROUP 1 981.98 SHOULD BE 996.75
GROUP 2 1,323.35 SHOULD BE 1,343.25.

WE APOLOGIZE FOR ANY INCONVENIENCE.

03 26 02 **** DXSX PHASE I FIXES ****

DXSX FIXES THAT WENT INTO PRODUCTION ON 3/22/02 INCLUDE THE CORRECTION OF SSI DATE IN THE FIRST COLUMN TO ALWAYS DISPLAY THE PAYMENT MONTH. ALSO, CALCULATION OF THE CARES SSI AMOUNT IS MODIFIED TO CORRESPOND TO THE MATCH DATE MONTH. A CHANGE HAS ALSO BEEN MADE TO MAKE SURE BOTH FEDERAL AND STATE PAYMENT DATA IS DISPLAYED, EVEN IF NO NEW RECORD IS RECEIVED FOR ONE OF THE PAYMENT TYPES. FINALLY, RECOUPMENTS FOR THE PAYMENT MONTH WILL ALWAYS BE SHOWN, WHETHER THERE IS ONLY AN OVERPAYMENT OR BOTH AN UNDER AND OVERPAYMENT. WE ARE UNABLE TO PROVIDE FUTURE RECOUPMENT AMOUNTS AT THIS TIME.

03 26 02 ****SSN VERIFICATION PROCESS ****

THIS IS A REMINDER REGARDING SSN VERIFICATION MATCHES PROVIDED THROUGH THE WTPY PROCESS. WHEN THE SSN IS INCORRECT, A PROBLEM IS CREATED WHEN WORKERS CHANGE THE SSN BUT DO NOT COMPLETE THE MATCH ON DXRU. THE MATCH CAN BE COMPLETED IF THE INCORRECT SSN REMAINS ON AIAL, BUT IF IT IS DELETED, THE SYSTEM CAN NO LONGER CONNECT TO THE MATCH. IF THE SSN IS NOT DELETED FROM AIAL HOWEVER, THE WTPY PROCESS CONTINUES SENDING REQUESTS FOR VERIFICATION. THEREFORE, WORKERS ARE URGED TO COMPLETE ALL SSWs (SSN VERIFICATION) MATCHES ON DXRU PROMPTLY, AND THEN AFTERWARDS DELETE THE INCORRECT ALIAS FROM AIAL TO PREVENT ONGOING PROBLEMS.

03 30 02 **** MALES NOT ELIGIBLE FOR WELL WOMAN MEDICAID ****

MEN DIAGNOSED WITH BREAST CANCER ARE NOT ELIGIBLE FOR WI WELL WOMAN MEDICAID (CB). EVEN IF A MAN APPEARS WITH A WELL WOMAN SCREENING FORM CORRECTLY FILLED OUT, DENY HIM WELL WOMAN MEDICAID FOR BEING THE WRONG GENDER. SEE OPERATIONS MEMO 01- 84 FOR FURTHER INFORMATION.

LEGAL CITATIONS:

42 USC 300K (ENABLES WWWW AT FEDERAL LEVEL), P.L.106-354 (ENABLES WI WELL WOMAN MEDICAID AT FEDERAL LEVEL), AND S. 49.473 MEDICAL ASSISTANCE: WOMEN DIAGNOSED WITH BREAST OR CERVICAL CANCER (ENABLES WI WELL WOMAN MEDICAID AT STATE LEVEL)

03 30 02 **** NEW FS HANDBOOK RELEASE ****

RELEASE 02-02 OF THE ONLINE FOOD STAMP HANDBOOK (04/01/02) WAS MADE TODAY. GO TO:
[HTTP://WWW.DWD.STATE.WI.US/DESFSHBK/HANDBOOK/](http://www.dwd.state.wi.us/DESFSHBK/HANDBOOK/) AND CLICK ON THE "GREEN SHEETS" LINK FOR THE 02-02 RELEASE TO SEE THE CHANGES MADE. TO PRINT THE GREEN SHEET, GOTO THE "PDF VERSION" LINK, CLICK ON "GREEN SHEET 02-02", AND PRINT THE PDF DOC.

04 03 02 ***** FS QC TIP *****

A MEDICAL INSURANCE PREMIUM EXPENSE ENTERED ON AFMC IS ONLY PULLED INTO THE FS BUDGET IF THE INDIVIDUAL THAT IS COVERED UNDER THE POLICY IS ELDERLY, BLIND OR DISABLED. THE SHORTLIST NUMBER OF THAT INDIVIDUAL MUST BE LISTED ON AFMI AS BEING COVERED BY THE INSURANCE POLICY OR CARES WILL NOT BUDGET THE PREMIUM AMOUNT. REFER TO OPS MEMO 00-69 AND THE APPLICATION ENTRY GUIDE (A.K.A. "PHYLLIS").

04 04 02 ***2002 WSSA CONFERENCE***

THE 2002 WSSA CONFERENCE WILL BE HELD ON JUNE 12-14, 2002, IN MANITOWOC, WI. THERE ARE LOTS OF GREAT WORKSHOPS SCHEDULED, WITH TOPICS OF INTEREST TO EVERYONE. FOR MORE INFORMATION ON THE CONFERENCE, YOU CAN GO TO THE WSSA WEB SITE AT: [HTTP://WWW.WSSA.WS/CONFERENCE.HTML](http://www.wssa.ws/conference.html).

04 05 02 **** FPL MASS CHANGE ****

THIS COMING WEEKEND (APRIL 5TH THROUGH 7TH) A MASS CHANGE WILL BE RUN TO REFLECT THE FEDERAL POVERTY LEVELS (FPL) THAT HAVE AN EFFECTIVE DATE OF MAY 01, 2002. THIS WILL RAISE THE INCOME LIMITS FOR THE FOLLOWING PROGRAMS ON CARES: HEALTHY START, BADGERCARE QMB AND SLMB, MAPP, CHILD CARE, AND W-2. W-2 AND FOOD STAMP ASSISTANCE GROUPS (AGS) WILL BE PROCESSED THROUGH EDBC, ALTHOUGH NO CHANGES ARE EXPECTED. THE FAMILY INCOME ALLOWANCE FOR SPOUSAL IMPOVERISHMENT HAS ALSO CHANGED. CARES IS PRESENTLY USING THE NEW LIMITS WHEN DOING CALCULATIONS FOR MAY BENEFITS AND BEYOND.

THE MEDICAID HANDBOOK HAS AN EFFECTIVE DATE OF 4/01/02 FOR THE FPL CHANGES. NOTE THAT THE EFFECTIVE DATE SHOULD BE 5/01/02.

04 10 02

ON 3070 FORMS, PLEASE DO NOT BACK DATE MED STAT CB WELL WOMAN MEDICAID) TO A DATE EARLIER THAN JAN 1, 2002. THIS IS THE STARTING DATE OF THE WELL WOMAN MEDICAID PROGRAM.

04 13 02 **** QA REVIEWER JOB OPENING ****

THE OFFICE OF NUTRITION SERVICES AND PROGRAM INTEGRITY HAS A VACANCY FOR AN ECONOMIC SUPPORT QUALITY ASSURANCE SPECIALIST. THIS POSITION PERFORMS QUALITY ASSURANCE REVIEWS OF FOOD STAMP CASES. THE CURRENT POSITION IS IN THE MILWAUKEE AREA. FUTURE VACANCIES ARE EXPECTED IN MADISON AND GREEN BAY. APPLICATION MATERIALS ARE DUE BY 5/8/02. YOU WILL FIND THE COMPLETE JOB ANNOUNCEMENT AT: [HTTP://WWW.DWD.STATE.WI.US/ASD](http://www.dwd.state.wi.us/ASD)

04 18 02 ***** BIWEEKLY FS QC TIP *****

THE CLIENT MUST SIGN AN EBT CARD AND PIN RESPONSIBILITY STATEMENT AT FOOD STAMP APPLICATION. IF THEY CLOSE AND RE-OPEN, A NEW STATEMENT MUST BE DISCUSSED AND SIGNED. THE WORKER SHOULD ALSO PROVIDE THE EBT BROCHURE AND REVIEW IT AT EACH APPLICATION TO DETERMINE IF THE CLIENT IS HAVING ANY PROBLEMS AND TO ENSURE THEY HAVE THE CSI CUSTOMER

SERVICE NUMBER IF THEY EVER LOOSE THEIR CARD. IF THE CLIENT UNDERSTANDS EBT AND HAS BEEN USING THE CARD WITH NO PROBLEMS, THEY DON'T NEED TO VIEW THE EBT VIDEO AGAIN.

04 22 02 *** CHILD CARE ENHANCEMENTS, FIXES AND CHANGES ****
LANGUAGE HAS BEEN ADDED TO THE 'WHAT'S NEW?' SECTION ON THE CCPI HOMEPAGE THAT TELLS PROVIDERS THEY MAY NOT BE GRANTED ACCESS TO ENTER ATTD VIA THE WEB IF THEY HAVE SUBMITTED INACCURATE ATTD RPT FORMS.

A NEW REPORT THAT DISPLAYS REMITTANCE DATA HAS BEEN ADDED TO CCPI. BOTH WORKERS AND PROVIDERS HAVE ACCESS TO THIS REPORT.

MAXIMUM REGISTRATION FEE PAYMENT ALLOWED ON CCSP IS NOW \$50. SEE OPS MEMO 02-24.

EOS REPORT CC45 SSN DISCREPANCY RPT WILL NOW RUN EVERY QUARTER IN THE QRW CYCLE. THE REPORT LAST RAN ON 4/11/02 AND WILL RUN THE NEXT TIME ON 7/11/02.

EOS REPORT CC32 95-100% ATTD AT A PROVIDER HAS BEEN MODIFIED TO DISPLAY BOTH THE TOTAL # OF CHILDREN AUTHED AND IN ATTD, HOURS ENTERED BUT WHERE PAYMENT HAS NOT BEEN MADE, AND SCHOOL CLOSED HOURS. THE REPORT WILL NOW RUN IN THE MONTHLY CCR CYCLE.

WHEN A NEW PROVIDER PRICE IS ENTERED BUT IT DOES NOT CAUSE A CHANGE IN THE AUTHED AMOUNT, THE AUTH IS NOT RECALCULATED. IN THESE SITUATIONS, THE PAYMENT ISSUED FOR SCHOOL CLOSED HOURS WAS BEING CAPPED AT THE OLD PROVIDER PRICE THAT WAS USED TO CALCULATE THE AUTH. NOW THE PAYMENT FOR SCHOOL CLOSED HOURS WILL BE CAPPED AT THE CURRENT PROVIDER PRICE OR THE WEEKLY CEILING, WHICHEVER IS LESS.

THE SUPPLEMENTAL TEXT HAS BEEN CHANGED ON AUTH NOTICES TO INDICATE THAT SCHOOL CLOSED HOURS WILL BE PAID FOR UP TO THE PROVIDER PRICE OR THE COUNTY MAX, WHICHEVER IS LESS.

04 20 02 **** WP CHANGES EFFECTIVE 4/22/02 ****
WPFN AND WPMO: WT AND WA ADDITIONAL BARRIERS HAVE BEEN REMOVED FROM THOSE DISPLAYS. BARRIERS CONTAINED ON WPMO WILL NOT BE SEARCHABLE ON THE FIND SCREENS. ALSO CENSUS TRACT HAS BEEN REMOVED FROM WPFN. AND WPFN HAD SOME REGION NUMBER COUNTS IN ERROR. REGION NUMBER IN MILWAUKEE WILL NOW REFLECT WHERE THE CLIENT IS BEING SERVED, SO IN THE CASE OF OFFICE TRANSFERS, THE REGION NUMBER WILL ALSO CHANGE.

04 20 02 **** BVRI CHANGES ****
STARTING TODAY, MONDAY, 4/22/02, YOU WILL SEE TWO NEW FIELDS ON BVRI. THESE ARE 'FAIR HEARING DCSN (STATE):' AND 'DECISION DATE:'. THE FIELDS, THEIR BACKGROUND, AND OPERATION ARE EXPLAINED IN OPS-MEMO 02-28, WHICH IS ON-LINE TODAY AND WILL BE OUT IN PAPER COPY BEFORE THE END OF THE WEEK.

04 20 02 **** NO CARES AVAILABILITY SATURDAY, 4/27/02 ****
DUE TO MAINFRAME MAINTENANCE WHICH WILL BE PERFORMED ON SATURDAY, 4/27/02, CARES ON-LINE WILL NOT BE AVAILABLE ON THAT DAY. WE ARE AWARE THAT BOTH THE COUNTY AND BATCH CALENDARS SHOW THAT CARES ON-LINE WILL BE AVAILABLE. WE ARE SORRY FOR CONFUSION OR INCONVENIENCE THAT THIS MAY CAUSE.

04 23 02 THE APRIL EDITIONS OF THE PROSHOP HAVE BEEN PUBLISHED FOR INCOME MAINTENANCE AND CHILD SUPPORT. CHECK THEM OUT FROM OUR TRAINING SECTION WEBSITE AT: [HTTP://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC](http://www.dwd.state.wi.us/DESTRIN/TRAINSEC)

04 23 02 **** QUERYING FOR UC BENEFITS ****
JUST A REMINDER, WHEN QUERYING THE RECEIPT OF UC BENEFITS, IN ADDITION TO QUERYING DXQU YOU SHOULD ALSO QUERY DXQB FOR THE BENEFIT ISSUANCE DETAIL. SOME PEOPLE ARE ELIGIBLE FOR A STATE AND/OR FEDERAL EXTENSION OF THESE BENEFITS WHICH SHOULD BE DETAILED ON DXQB.

04 26 02 **** QUEST CARD REPLACEMENT- PIN CARRY OVER ****
WE REPORTED TO YOU ON 2/13/02 THAT SOME REPLACEMENT QUEST CARDS DID NOT RETAIN THEIR ORIGINAL PINS. CEFS REPORTS THAT THE PIN PROBLEM WAS CORRECTED AS OF 4/11/02. CEFS CUSTOMER SERVICE REPRESENTATIVES WILL ADVISE CALLERS WHO ORDER REPLACEMENT CARDS THAT THE PREVIOUS PIN WILL CARRY OVER TO THE REPLACEMENT CARD. IF THERE ARE CARD HOLDERS WITH REPLACEMENT CARDS ORDERED AFTER 4/11/02 THAT HAVE A PIN CARRY OVER PROBLEM, REPORT THIS INFORMATION TO THE CARES CALL CENTER.

04 27 02 **** CHILD CARE MASS CHANGE THIS WEEKEND ****
THE CHILD CARE FPL MASS CHANGE WILL OCCUR ON 4/27/02. PROVIDER AUTH NOTICES CAN BE SEEN IN EOS RPT CC40 FPL AUTH MASS CHANGE NOTICE. FOR MORE INFO, REFER TO OPS MEMO 02-22.

04 27 02 **** CLOSURE REASON '077' FIX EFFECTIVE 4/28/02 ****
A CHANGE HAS BEEN MADE TO FIX ONE OF THE 077 PROBLEMS IN CARES. WHEN DOING A REVIEW FOR A CASE AND PROCESSING A REQUEST FOR ANOTHER PROGRAM OF ASSISTANCE, REASON CODE 077 WILL NO LONGER FAIL THE INTAKE AG(S) FOR THE FIRST MONTH. FOR EXAMPLE, A CASE IS OPEN FOR FOOD STAMPS (FS) AND CHILD CARE. THE REVIEW FOR EACH IS DUE MARCH 31, 2001. THE FS AG CLOSED AFTER MARCH 31, 2001 FOR LACK OF REVIEW. THE REVIEW IS INITIATED ON APRIL 3, 2002 FOR CHILD CARE AND A RE-REQUEST FOR FS IS ENTERED ON ACPA. REASON CODE 077 WILL NO LONGER DENY THE FS AG FOR APRIL.

04 27 02 **** DXBM ON DRS MULTIPLE RUNS ****
BECAUSE OF PROGRAM PROBLEMS, THE FOOD STAMP IPV MATCH DID NOT RUN LAST MONTH. A FIX HAS NOW BEEN MADE. IN ORDER TO CATCH UP, WE RAN THE MATCH PROGRAM ON APRIL 27, AND WILL RUN A SECOND TIME ON APRIL 30. THEREFORE, YOU MAY NOTICE DISPOSITIONS CREATED FOR ONE OR BOTH DATES, BUT NOT FOR THE SAME IPV.

05 02 02 *****BIWEEKLY FS QC TIP*****

TRIBAL PER CAPITA PAYMENTS ARE BUDGETED AS UNEARNED INCOME AND PRORATED OVER THE TIME PERIOD INTENDED. REFER TO PROGRAM MANUALS FOR THE POLICY ON HOW TO BUDGET THIS INCOME FOR OTHER PROGRAMS. REFER TO FSHB 12.2.21.

05 02 02 **** DX CHANGS AND FIXES ****

DUE TO THE ENFORCEMENT OF IRS REGULATIONS, THE ACCESS TO SCREENS DSQW, DXQU, AND DXBE HAVE BEEN RECENTLY CHANGED TO CASELOAD VALIDATION. THIS MEANS THAT ONLY THOSE WORKERS, SUPERVISORS AND ADMINISTRATORS ASSOCIATED WITH A PARTICULAR CASELOAD ARE ABLE TO ACCESS THE DISPOSITIONS FOR THE CASES IN THAT CASELOAD. WE ARE AWARE THAT THERE ARE PROBLEMS WITH ACCESS FOR SOME OF THOSE WITH SECURITY LEVELS OF SUPERVISOR AND ABOVE. THE PROBLEMS ARE BEING ADDRESSED AND WILL BE FIXED AS SOON AS POSSIBLE.

05 10 02 **** ENDING AUTHORIZATION PROBLEM ****

THE TERMINATE AUTH FIELD ON CCAR DOES NOT WORK. UNDER CERTAIN CIRCUMSTANCES, THE TERMINATED AUTH WILL CONTINUE TO BE EXTENDED 10 DAYS EACH TIME ATTENDANCE IS ENTERED. IN ORDER TO END AUTHORIZATIONS, TERMINATE THE AUTH ON WEB ATTD OR END THE AUTH ON CCAC. WE ARE WORKING TO RESOLVE THE PROBLEM ON CCAR.

05 14 02 **** SSI-N07 PAY STATUS ****

DXSX - IF A RECIPIENT HAS AN N07 PAYMENT STATUS CODE (CESSATION OF DISABILITY), IT IS POSSIBLE THAT HE/SHE IS STILL RECEIVING BOTH MA AND A PAYMENT. FIRST CHECK TO SEE WHETHER THE MEDICAID ELIGIBILITY CODE IS G. IF SO AND A PAYMENT AMOUNT IS PROVIDED, BOTH MA AND THE PAYMENT HAVE BEEN EXTENDED. IF THE ME CODE IS G BUT NO PAYMENT AMOUNT IS SHOWN, THE RECIPIENT MAY HAVE ELECTED TO DECLINE BENEFITS UNTIL THE APPEAL IS DETERMINED, AND THE WORKER WOULD NEED TO VERIFY THIS WITH SSA. IF THE ME CODE IS NOT G, THE WORKER SHOULD THEN CHECK TO SEE WHETHER THE DECISION HAS BEEN APPEALED. IF THE APPEAL DETERMINATION CODE IS A, H OR R, AND THERE IS NO APPEAL DECISION DETERMINATION (STILL PENDING), THEN MA ALONE HAS BEEN EXTENDED.

05 15 02 *****FS QC BIWEEKLY TIP*****

AT THIS TIME THE STATE SSI PAYMENT DOES NOT SHOW ON DXSX WHEN THE WORKER USES THE SOLQ QUERY. THE SOLQ DATA COMES DIRECTLY FROM THE SSA AND DOES NOT INCLUDE STATE SUPPLEMENT AMOUNTS. THE PREFERRED METHOD TO VERIFY STATE SSI PAYMENTS IS TO USE THE EDSNET WSSI SCREENS. INFORMATION REGARDING THESE SCREENS IS IN THE CTS TRAINING MATERIALS AND HAS ALSO BEEN FORWARDED TO YOUR CARES AND POLICY COORDINATORS. ENHANCEMENTS TO DXSX ARE BEING WORKED ON.

05 15 02 **** ENVELOPE STYLE CHANGE DELAY ****

THE CHANGE IN CARES NOTICES/LETTERS ENVELOPES THAT WAS SCHEDULED FOR 5/20/02, AS ORIGINALLY OUTLINED IN OPS MEMO 02-18, WILL BE PUSHED BACK TWO WEEKS TO THE WEEK OF 6-3-02. THIS CHANGE IS NECESSARY TO EXHAUST, TO THE EXTENT POSSIBLE, THE STATE'S SUPPLY OF THE CURRENT STYLE OF ENVELOPE. A FOLLOW-UP DXBM WILL BE ISSUED NO LATER THAN THE FRIDAY BEFORE THE WEEK OF 6/3 TO CONFIRM THE 6/3 CHANGE DATE.

05 15 02

**** SSA OUTREACH LETTERS ****

LAST WEEK, THE SOCIAL SECURITY ADMINISTRATION STARTED SENDING OUT LETTERS TO PERSONS RECEIVING SOCIAL SECURITY BENEFITS WITH INCOME BELOW 135% OF THE FEDERAL POVERTY LEVEL. THE LETTER ENCOURAGES THE INDIVIDUAL TO CONTACT A SINGLE STATE CONTACT NUMBER. THE LETTER WAS ONLY SENT TO PERSONS NOT ALREADY RECEIVING QMB, SLMB OR SLMB+ BENEFITS. THE NUMBER SUPPLIED WILL BE THE MEDICAID RECIPIENT HOTLINE AT EDS. EDS WILL DIRECT INDIVIDUALS TO THEIR LOCAL COUNTY/TRIBAL DEPARTMENT OF HUMAN/SOCIAL SERVICES. THERE WILL BE 344,000 LETTERS MAILED TO WISCONSIN OVER A SIX MONTH PERIOD. CARES AND POLICY COORDINATORS HAVE RECEIVED AN E-MAIL EXPLAINING THIS IN MORE DETAIL. PLEASE ASK THEM TO SHARE IT WITH YOU IF YOU HAVEN'T SEEN IT YET.

05 17 02

**** A FAMILY CARE REMINDER ****

A REMINDER TO ES WORKERS IN FAMILY CARE COUNTIES. ANY NEW OR EXISTING FAMILY CARE MEMBERS AT THE INTERMEDIATE LEVEL OF CARE SHOULD NOT BE ENROLLED IN FAMILY CARE UNLESS THEY ARE MA ELIGIBLE. THE ONLY EXCEPTION IS FOR INDIVIDUALS WITH ADULT PROTECTIVE SERVICE NEEDS. PLEASE REFER TO OPS MEMO 01-31, PAGE 4.

05 17 02

**** VQT OPS-MEMO CORRCTION ****

ON MAY 8, 2002, OPERATIONS MEMO 02-31 WAS RELEASED. AN ERROR WAS DISCOVERED ON PAGE 2, #1, IN THE SECTION "ENTERING VQT INFORMATION IN CARES." THE LAST SENTENCE SHOULD READ: 'IF THE HOURS ENTERED ARE 30 PER WEEK OR GREATER OR WAGES ENTERED ARE GREATER THAN \$154.50 (INSTEAD OF \$103) PER WEEK, THE PERSON WILL BE EXEMPT ON AIWP AND A SANCTION WILL NOT BE IMPOSED.' A REVISED VERSION OF OPS MEMO 02-31 HAS BEEN RELEASED.

05 21 02

**** SFED FATAL ON MONDAY ****

IF YOU RECEIVED A CARES FATAL WHILE RUNNING SFED BETWEEN 2:00 AND 2:15 P.M. ON MONDAY, MAY 20, PLEASE RE-PROCESS THE CASE. IF YOU STILL RECEIVE A FATAL, PLEASE FAX THE FATAL SCREEN PRINTOUT TO THE CARES CALL CENTER.

05 22 02

**** CHILD CARE PROGRAM REMINDER ****

WHEN COMPLETING AN AUTHORIZATION FOR CHILD CARE, THE TOTAL NUMBER OF HOURS AUTHORIZED SHOULD BE LIMITED TO THE NUMBER OF HOURS THE PARENT WILL BE WORKING PLUS A REASONABLE AMOUNT OF TRAVEL TIME.

TRAN TO CCUC WITH THE CASE NUMBER TO VIEW THE UTILIZATION HISTORY FOR THE CHILDREN IN THE CASE TO MAKE CERTAIN THAT THE HOURS AUTHORIZED ARE APPROPRIATE AND NOT EXCESSIVE.

05 23 02

**** PROVIDER PAYMENT DELAY ****

DUE TO THE MEMORIAL DAY HOLIDAY, CHECKS AND EFT'S TO CHILD CARE PROVIDERS WILL BE DELAYED ONE DAY. CHECKS AND ELECTRONIC FUNDS TRANSFER (EFT) REMITTANCE NOTICES WILL BE MAILED FROM MADISON ON TUESDAY, MAY 28, 2002. EFT TRANSACTIONS WILL ALSO BE DELAYED AND WILL BE DEPOSITED IN BANK ACCOUNTS ON WEDNESDAY, MAY 29, 2002.

05 24 02 **** FIX TO NEW HIRE TARGETING ****

A FIX TO THE NEW HIRE TARGETING PROCESS WILL BE GOING INTO PRODUCTION ON MAY 25. THIS WILL RESULT IN EMPLOYMENT RECORDS BEING SELECTED BASED ON MONTH THEY ARE ENTERED INTO THE SYSTEM RATHER THAN HIRE MONTH. THIS WILL PREVENT MISSED MATCHES WHEN THE HIRE DATE IS IN ONE MONTH AND THE ENTERED DATE IS IN THE FOLLOWING MONTH.

05 25 02 **** WP CHANGES ****

TWO ENHANCEMENTS WILL BE AVAILABLE ON CARES EFFECTIVE 5/27/02. WPBD THE BARRIERS DETAIL SCREEN NOW OPERATES WITH A NEW TRAN FOR HISTORICAL DATA. IF YOU KEY WPBD IN NEXT TRAN, AND PARMS PIN NUMBER, WPBD WILL DISPLAY FIRST THE OPEN BARRIERS SORTED BY MOST RECENT BEGIN DATE, UPON PF 8 ONE CAN DISPLAY ALL OPEN BARRIERS FIRST THEN COMPLETED BARRIERS IN HISTORY. THE OPEN BARRIERS WILL BE IN INQUIRY MODE UNLESS ACCESSED FROM THE WP DRIVER THEN OPEN BARRIERS ARE UPDATABLE. ALL CURRENT WPBD PARMS STILL WORK THE SAME. DELETED BARRIERS WILL NOT BE DISPLAYED IN THIS HISTORY.

THE NC COMPONENT (NON-COMPLIANCE) WILL NOW BE AVAILABLE FOR LEARNFARE CASES. NC MAY BE POSTED ANY TIME AFTER REFERRAL TO WORK PROGRAMS. THIS WAS REQUESTED BY MILWAUKEE TO TRACK LEARNFARE CASES THAT THEY MIGHT WANT TO IDENTIFY TO IMPOSE LEARNFARE SANCTIONS.

05 25 02 **** WEEKEND ED/BC FIXES & ENHANCEMENTS ****

AS OF 5-24-02, CATEGORICAL ELIGIBILITY CRITERIA FOR THE FOOD STAMP PROGRAM HAS BEEN EXPANDED IN CARES TO INCLUDE RECEIPT OF CHILD CARE, W-2 CASE MANAGEMENT ONLY SERVICES, RECEIPT OF A W-2 PAYMENT THE MONTH AFTER ELIGIBILITY ENDS AND KINSHIP CARE. PLEASE SEE OPERATIONS MEMO 02-32 FOR DETAILS.

ALSO, FIXES TO REVIEW DATE CALCULATIONS HAVE BEEN MADE. CARES SHOULD NO LONGER SET REVIEW DATES OF 7 OR 13 MONTHS WHEN THE CASE IS IN INTAKE AND ONGOING MODES. THERE STILL ARE SOME PROBLEMS WHEN A CASE STAYS IN REVIEW MODE. WHEN DIFFERENT AGS ARE CONFIRMED AT DIFFERENT TIMES WHILE THE CASE REMAINS IN REVIEW MODE, YOU WILL STILL HAVE TO GO TO AGOR AND CHECK TO SEE IF THE AG LEVEL REVIEW DATE IS BEING SET.

05 28 02 **** CSDS UPDATE RESTRICTIONS ****

A CHANGE WAS IMPLEMENTED OVER THIS PAST WEEKEND CHANGING WORKER UPDATE ACCESS TO ANOTHER WORKER'S DAILY SCHEDULE (CSDS). CSDS WAS ORIGINALLY DESIGNED FOR THE WORKER TO HAVE UPDATE ACCESS ONLY TO HIS/HER CSDS, AND IF THE WORKER IS ASSIGNED TO A SUPERVISORY UNIT, THE SUPERVISOR ASSIGNED TO THAT UNIT WOULD ALSO HAVE UPDATE ACCESS. WITH THIS CHANGE, RECEPTIONISTS WHO NEED TO CHECK-IN INDIVIDUALS WHO HAVE ARRIVED FOR AN APPOINTMENT WILL NEED TO USE THE RECEPTIONIST CHECK-IN PROCESS IN THE CS SUB-SYSTEM. RECEPTIONIST CHECK-IN CAN BE HANDLED BY THE TRANSACTION CSRS. A RECEPTIONIST WILL NEED TO KNOW THE FOLLOWING TO CHECK-IN A CLIENT: ACTIVITY CODE OF THE APPOINTMENT, PIN/CASE/RFA OF THE CLIENT, AS APPROPRIATE PER THE TYPE OF APPOINTMENT, AND THE WORKER ID OF THE WORKER THEY ARE THERE TO SEE. THE RECEPTIONIST THEN PRESSES PF16 TO ADD THE CLIENT TO THE WORKER'S WAITING LIST.

05 29 02 **** BISP ENHANCEMENTS ****

TWO NEW FIELDS WERE ADDED TO THE W-2 STOP PAYMENT SCREEN. IF A STOP PAYMENT FOR A CHECK HAS BEEN ENTERED ON BISP, THAT ACTION CAN NOW BE CANCELLED, IF THE CANCELLATION IS DONE ON THE SAME DAY THE STOP PAYMENT WAS ENTERED. A NEW CANCEL STOP PAYMENT FIELD WILL APPEAR AND DEFAULT TO N ONCE A STOP PAYMENT HAS BEEN ENTERED. A DATE FIELD HAS ALSO BEEN ADDED FOR THE LOCAL AGENCY TO FILL IN WHEN THEY MAIL THE LOST PAYMENT AFFIDAVIT TO DWD-FINANCE. VIEW THE BISP HELP SCREEN FOR MORE DETAILS.

05 29 02

****BIWEEKLY FS QC TIP ****

QUARTERLY WAGES REPORTED ON DXQW CANNOT BE USED TO DETERMINE AN INDIVIDUAL'S PROSPECTIVE EARNINGS. THESE WAGES DO NOT REFLECT THE MOST RECENT 30 DAYS OF EARNED INCOME. REFER TO OPS MEMOS 01-01 AND 01-18 AND "WORKING 9 TO 5-NOT" TRAINING PACKET.

05 29 02 **** NEW SCREEN (CPRB) FOR CTS AND DESK AID ****

TWO NEW TOOLS ARE AVAILABLE FOR WORKERS WHO DETERMINE ELIGIBILITY FOR CTS BENEFITS.

THE FIRST IS SCREEN CPRB, WHICH IS AVAILABLE ON 5/28/02 AND DISPLAYS RETROACTIVE CTS BENEFITS. USE THIS SCREEN TO VIEW RETROACTIVE CTS BENEFITS (INCLUDING THOSE FOR THE CURRENT MONTH) THAT WILL BE INTERFACED TO EDS FOR PAYMENT ON THE NEXT INTERFACE DATE. ONCE THE INTERFACE OCCURS, THESE RETROACTIVE BENEFITS CAN BE VIEWED ON SCREEN CPRG. DHFS RECEIVES A LARGE NUMBER OF UNNECESSARY MANUAL PAYMENT REQUESTS FOR CTS. THIS SCREEN WILL VERIFY FOR THE WORKER THAT A RETROACTIVE BENEFIT WILL INTERFACE CORRECTLY, UNLESS IT HAS BEEN DETERMINED BY "RUNNING WITH DATES."

THE SECOND NEW TOOL IS A DESK AID CREATED BY THE DWD TRAINING UNIT ENTITLED "CTS-RUNNING WITH DATES DESK AID". THIS DESK AID WAS SENT VIA E-MAIL TO ALL CARES AND POLICY COORDINATORS ON MAY 28, 2002. THIS TOOL WILL HELP WORKERS UNDERSTAND WHEN TO DETERMINE ELIGIBILITY BY "RUNNING WITH DATES" AND THE CONSEQUENCES OF "RUNNING WITH DATES" WHEN IT IS UNNECESSARY TO DO SO.

05 30 02 **** ENVELOPE CHANGE ****

THE CARES NOTICE/LETTER ADDRESSEE FORMAT CHANGES TO ACCOMMODATE THE NEW STYLE ENVELOPE AS OUTLINED IN OPS MEMO 02-18, WILL BE EFFECTIVE THIS COMING TUESDAY, JUNE 4. THIS MEANS THAT ALL CARES DAILY NOTICES/LETTERS WILL BEGIN USING THE NEW ENVELOPE ON TUESDAY, JUNE 4. THIS CHANGE INCLUDES ALL CARES CORRESPONDENCE, INCLUDING NOTICES OF DECISION AND LETTERS, CENTRALLY MAILED AND LOCALLY MAILED. AS STATED IN OPS MEMO 02-18, THE NEW ENVELOPE CHANGES THE POSITIONING OF THE ADDRESSEE WINDOW TO THE LEFT SIDE OF THE ENVELOPE. THERE IS ONE OUTSTANDING ISSUE THAT WILL BE ADDRESSED IN THE NEAR FUTURE: THE WORKER NAME AS DISPLAYED IN THE HEADER ON CNHD WILL IN SOME CASES BE TRUNCATED.

05 31 02 **** WSSA CONFERENCE REMINDER ****

WSSA CONFERENCE IS JUNE 12-14 IN MANITOWOC. THERE IS STILL TIME TO REGISTER. ETHICS AND BOUNDARIES WORKSHOP FOR CEU CREDITS. MANY INTERESTING AND INSTRUCTIVE BREAK-OUT SECTIONS. GOOD MEALS AND A CHANCE TO NETWORK. GOLF OUTING WED. MORNING AT 8. E-MAIL SANDHTH@DWD.STATE.WI.US FOR DIRECTIONS TO THE COURSE.

06 01 02

LINKS TO FS FORMS FROM THE FS HANDBOOK CH. 20 ARE BROKEN. THE URL'S (WEB ADDRESSES) WERE CHANGED AND THE LINKS TO THE NEW URL'S WILL NOT BE SEEN IN THE FS HANDBOOK UNTIL THE NEXT RELEASE, DUE OUT ON JUNE 10. UNTIL THEN, IF YOU NEED A FS FORM, GO TO THE SOURCE AT [HTTP://DWDWORKWEB/DES/DES FORMS.HTM](http://DWDWORKWEB/DES/DES FORMS.HTM)

06 04 02

*****NOW HIRING*****

PROGRAM IMPROVEMENT CONSULTANT (PIC) - THIS IS A FULL TIME POSITION WITH BENEFITS AND WILL BE LOCATED IN THE MADISON CENTRAL OFFICE. THIS POSITION IS RESPONSIBLE FOR WORKING DIRECTLY WITH THE OFFICE OF NUTRITION SERVICES AND PROGRAM INTEGRITY (ONSPI) ON FOOD STAMP ERROR REDUCTION INITIATIVES. THE PIC POSITION IS A COLLABORATIVE EFFORT BETWEEN UW OSHKOSH, CENTER FOR CAREER DEVELOPMENT (CCDET) AND ONSPI WITH UW OSHKOSH AS THE EMPLOYER. FOR A COPY OF THE JOB ANNOUNCEMENT, MAKE A REQUEST TO JACK JASTROW AT: JASTRJA@DWD.STATE.WI.US OR (414) 329-3651. DEADLINE IS JUNE 24, 2002.

06 05 02

**** CHILD CARE REMINDER ****

WHEN COMPLETING ANHR, IF THE NMCP IS CODED AS AFR (ACKNOWLEDGED FATHER) CARES WILL AUTOMATICALLY INCLUDE HIM IN THE AG. IF YOU CODE HIM AS CFR (CLAIMED FATHER) YOU MUST CODE HIM AS FILLING THE PARENTAL ROLE FOR EVERY CHILD IN THE HOUSEHOLD. THE QUALIFIED RELATIONSHIP WILL PULL IN THE BIOLOGICAL PARENT AND FILLING PARENTAL ROLE WILL PULL IN THE NMCP. THIS WILL CORRECTLY INCLUDE THE NMCP IN THE CC AG AND HIS INCOME IN THE CC BUDGET.

06 05 02

**** REACTIVATING A DORMANT EBT ACCOUNT ****

EBT REPORTS INDICATE THAT SOME LOCAL AGENCY STAFF WITH ACCESS TO THE DORMANT ACCOUNT MAINTENANCE SCREEN ON THE CITIBANK SYSTEM ARE REACTIVATING EBT ACCOUNTS. THIS ACTIVITY USUALLY CORRESPONDS WITH REOPENING OF AN FS AG. REACTIVATION OF A DORMANT ACCOUNT IS NO LONGER NECESSARY AS OF 9/1/01 PER OPERATIONS MEMO 01-52. THE ACCOUNT BECOMES DORMANT WHEN EBT BENEFITS ARE EXPUNGED AT 365 DAYS OF NON-ACTIVITY. CEFS WILL CHANGE THE ACCOUNT STATUS FROM DORMANT TO ACTIVE WHEN NEW BENEFITS ARE POSTED TO THE EBT ACCOUNT. (REFER TO FS HANDBOOK APPENDIX CHAPTER 24.02.13.01.02 DORMANT ACCOUNTS AND 24.03.04.03 DORMANT ACCOUNT MAINTENANCE.)

06 07 02

**** CALL CENTER UNAVAILABILITY ****

THE CARES CALL CENTER WILL BE CLOSED FROM 10:30-4:30 ON FRIDAY, JUNE 7, 2002. PLEASE FEEL FREE TO STILL SEND US E-MAILS OR FAXES, BUT HOLD YOUR CALLS UNTIL MONDAY. ALSO, THE DWD E-MAIL SYSTEM WILL NOT BE AVAILABLE FROM 9 A.M. ON SATURDAY, JUNE 8TH THROUGH 8:00 A.M. ON SUNDAY, JUNE 9TH. IF YOU E-MAIL US DURING THAT TIME PERIOD, YOUR E-MAILS MAY BE LOST.

06 08 02

**** FS HANDBOOK RELEASE ****

RELEASE 02-03 OF THE ONLINE FOOD STAMP HANDBOOK WAS MADE TODAY. IT IS EFFECTIVE JUNE 10, 2002. GO TO: [HTTP://WWW.DWD.STATE.WI.US/DESFSHBK/HANDBOOK/](http://WWW.DWD.STATE.WI.US/DESFSHBK/HANDBOOK/) AND CLICK ON THE "GREEN SHEETS" LINK FOR THE 02-03 RELEASE TO SEE THE CHANGES MADE. TO PRINT THE GREEN SHEET, GO TO THE "PDF VERSION" LINK, CLICK ON "GREEN SHEET 02-03" AND PRINT THE PDF DOC.

THERE ARE TWO SIGNIFICANT EBT UPDATES INCLUDED IN FS HANDBOOK RELEASE 02-03. IN APPENDIX CHAPTER 24.02.16, THERE'S A NEW LIST OF STATES WITH INSTRUCTIONS ON WHETHER BENEFITS SHOULD BE CONVERTED TO COUPONS WHEN THE HOUSEHOLD MOVES OUT OF STATE. FOR SOME STATES, THE FS AG HAS THE OPTION TO CONVERT TO COUPONS OR USE THE QUEST CARD IN DESIGNATED STORES. IF THE FS AG MOVES TO ILLINOIS, DO NOT CONVERT BENEFITS TO COUPONS. THERE ARE A LARGE NUMBER OF STORES THAT CAN TAKE THE QUEST CARD IN ILLINOIS. PROVIDE THIS INFORMATION TO THE FS AG.

A NEW SECTION IN APPENDIX CHAPTER 24.02.17.01 PROVIDES STEP BY STEP INSTRUCTIONS ON HOW TO USE THE AUTOMATED RESPONSE UNIT (ARU). YOU CAN PRINT OUT THE TWO PAGES TO USE AS A DESK AID.

THE FOOD STAMP EMPLOYMENT AND TRAINING PROGRAM (FSET) RELEASE 02-01, DATED 05/31/02 IS NOW AVAILABLE ON THE INTERNET AT [HTTP://DWDWORKWEB/DWS/MANUALS/FSET/TOC.PDF](http://DWDWORKWEB/DWS/MANUALS/FSET/TOC.PDF) AGENCIES ARE ENCOURAGED TO DISREGARD RELEASE 01-01 AND START USING RELEASE 02-01 EFFECTIVE IMMEDIATELY.

06 11 02

**** TRAINING POSITION AVAILABLE ****

THE CENTER FOR CAREER DEVELOPMENT (CCDET) IS LOOKING TO FILL A FULL TIME POSITION TO TRAIN EXPERIENCED AND NEW W-2, WORKFORCE DEVELOPMENT, AND INCOME MAINTENANCE WORKERS FOR THE STATE OF WISCONSIN, PRIMARILY IN MILWAUKEE. THE OFFICE FOR THIS POSITION WILL BE LOCATED IN MILWAUKEE. APPLICANTS MUST HAVE TECHNICAL EXPERIENCE WITH W-2 AND INCOME MAINTENANCE PROGRAMS, EXPERIENCE WITH TRAINING AND WRITING DESIGN, HAVE EXCELLENT COMMUNICATION AND WRITING SKILLS, AND EXPERIENCE WITH THE CARES SYSTEM, MICROSOFT WORD AND MICROSOFT POWERPOINT. ALL INTERESTED APPLICANTS SHOULD SEND RESUME AND COVER LETTER BY JUNE 19, 2002 TO: TRAINER MILWAUKEE POSITION, CENTER FOR CAREER DEVELOPMENT, UNIVERSITY OF WISCONSIN-OSHKOSH, 800 ALGOMA BLVD, OSHKOSH, WI 54901. FOR THE COMPLETE JOB ANNOUNCEMENT, CONTACT BEKI LOCKERY AT 920-465-7738 OR BLOCKERY@EXECPC.COM

06 12 02

**** BIWEEKLY FS QC TIP ****

THE 'OBLIGATION AMOUNT' FIELD ON AFSC AND AFUC SHOULD BE COMPLETED WITH THE MONTHLY AMOUNT THE INDIVIDUAL IS OBLIGATED TO PAY. THAT IS THE AMOUNT CARES WILL USE IN THE SHELTER AND UTILITY COSTS FOR THE FOOD STAMP DETERMINATION, UNLESS A STANDARD UTILITY ALLOWANCE HAS BEEN CHOSEN. SEE THE APPLICATION ENTRY GUIDE ("PHYLLIS") IN THE NEW WORKER CENTRAL LIBRARY FOR MORE INFORMATION AT:

[HTTP://WWW.DWD.STATE.WI.US/DESTRAIN/IMNWCENTRAL/PDFFILES/LIBRARY/PHYLLIS/PHYLLIS%20031302.PDF](http://WWW.DWD.STATE.WI.US/DESTRAIN/IMNWCENTRAL/PDFFILES/LIBRARY/PHYLLIS/PHYLLIS%20031302.PDF)

06 18 02

**** FSET MANUAL AND FS HANDBOOK UPDATES ****

THE WEB ADDRESS TO THE FSET MANUAL GIVEN IN A DXBM ON 06/08/02 WAS WRONG. THE CORRECT ADDRESS IS:

[HTTP://WWW.DWD.STATE.WI.US/DWS/MANUALS/FSET/TOC.PDF](http://WWW.DWD.STATE.WI.US/DWS/MANUALS/FSET/TOC.PDF)

AN OPS MEMO WITH THIS AND OTHER FS RELATED WEBSITES IS FORTHCOMING. ALSO, SOME FS HANDBOOK USERS WERE HAVING TROUBLE MAXIMIZING THE NEW WINDOW WHEN LINKED TO PDFS OUTSIDE OF THE FS HANDBOOK. THE NEW WINDOW WILL NOW MAXIMIZE BY DEFAULT.

06 19 02 **** CHILD CARE PROGRAM REMINDER ****

CUSTODIAL PARENTS AND NON-CUSTODIAL PARENTS ARE REQUIRED TO COOPERATE WITH CHILD SUPPORT FOR ALL OF THE CHILDREN IN THEIR HOUSEHOLD EVEN IF SOME OF THEM ARE NOT RECEIVING OR REQUESTING CHILD CARE BENEFITS. THEREFORE, CUSTODIAL PARENTS AND NON-CUSTODIAL PARENTS MUST BE REFERRED TO THE CHILD SUPPORT AGENCY UNLESS GOOD CAUSE IS GRANTED.

06 20 02 THE CARES CALL CENTER HAS TO EXTEND OUR USUAL THURSDAY MORNING MEETING FOR A TRANSFER BRIEFING. WE WILL BE UNAVAILABLE BY PHONE FROM 8:30 - 12:30 TOMORROW (THURSDAY, 6/20/02). SORRY FOR ANY INCONVENIENCE THIS MAY CAUSE YOU.

06 22 02 **** CLARIFICATION ON CC PROGRAM REMINDER OF 6/19 ****

SORRY ABOUT ANY CONFUSION THIS MAY HAVE CAUSED. HOPE THIS CLARIFICATION HELPS:
CHILD SUPPORT COOPERATION IS REQUIRED ON BEHALF OF ALL CHILDREN IN THE HOUSEHOLD UNLESS GOOD CAUSE IS GRANTED. EVEN THOUGH THE PP ELECTS NOT TO DO AN AUTH FOR A CHILD IN THE HOUSEHOLD, FOR WHAT EVER REASON, S/HE IS STILL REQUIRED TO COOPERATE WITH CSA UNLESS S/HE FILES FOR AND IS GRANTED GOOD CAUSE. AN ADULT CAN NOT BE EXCLUDED FROM COOPERATION WITH CSA SIMPLY BECAUSE NO AUTH IS REQUESTED FOR A CHILD IN THE HOUSEHOLD.

06 25 02 **** CHILD CARE ENHANCEMENTS AND FIXES ****

CCPPS HAS UPDATED CHILDREN WHO WERE IDENTIFIED AS SCHOOL AGE ON CCBH FOR THE SCHOOL YEAR 2002 TO NOW BE IDENTIFIED AS SCHOOL AGE ON CCBH FOR THE SCHOOL YEAR 2003.

CCQH WILL NOW SHOW THE AMOUNT THAT HAS BEEN ISSUED AFTER AN AMOUNT HAS BEEN WITHHELD FROM THE CHILD CARE CHECK AS INDICATED ON CCTL.

TWO NEW CHECK CANCEL CODES HAVE BEEN ADDED TO TCRC. THE CODE 'OLD' IS FOR A CHECK THAT HAD BEEN REISSUED BECAUSE THE ORIGINAL CHECK WAS MORE THAN 365 DAYS OLD AND WAS NEVER CASHED. THE CODE 'RST' IS FOR A CHECK THAT WAS DAMAGED DURING THE MAILING PROCESS AND HAD TO BE REISSUED.

THE SECURITY TAB ON CCPI WILL NO LONGER DISPLAY FOR CCPI USERS WHO HAVE ACCESS TO CCPI SECURITY INFO. USERS WILL NOW BE ABLE TO SEE SECURITY INFO UNDER THE ADMIN TAB.

THERE IS NOW PF7 FUNCTIONALITY ON CCPU.

06 26 02 **** FS QC TIP ****

IF A FOOD STAMP GROUP WITH SELF EMPLOYMENT USES A PORTION OF THEIR SHELTER COST FOR A BUSINESS EXPENSE, DO NOT ALLOW THAT PORTION AS A SHELTER EXPENSE ON AFSC. REFER TO FSHB 13.5.3.1.

06 28 02 **** WAA REVIEW DATE CHANGES ****

AS OF MONDAY, JULY 1, NEW LOGIC HAS BEEN ADDED TO WPWA TO CALCULATE THE WAA REVIEW DATE TO 365 DAYS FROM THE WAA PARTICIPATION DATE. WHEN A REVIEW IS COMPLETED, THE NEW REVIEW DATE WILL BE SET TO 365 DAYS FROM THE REVIEW COMPLETION DATE.

07 02 02 **** CCPI PROBLEM AND WORKAROUND ****

THERE IS A PROBLEM WITH THE WEB ATTD ENTRY SCREEN IN CCPI. WHEN THERE IS A NEW AUTH AND ATTD HOURS > 0 ARE ENTERED FOR WK 1, 0 HOURS OF ATTD CANNOT BE ENTERED IN WK 2. USERS CAN ENTER THE HOURS FOR WK 1, HIT SUBMIT, RETURN TO THE SCREEN AND ENTER 0 HOURS FOR WK2. THIS IS NOT A PROBLEM ON CCAR. WE ARE WORKING TO FIX THIS AND WILL SEND A DXBM WHEN THE FIX IS IN.

07 02 02 **** BV WRITE-OFF AND SCREEN SHANGES ****

THE CHANGES TO WRITE-OFF PROCESS AND THE SCREEN CHANGES DESCRIBED IN OPS-MEMO 02-42 WERE IMPLEMENTED OVER THE LAST WEEKEND.

**** TRAINING SECTION UPDATES ****

THE BPS TRAINING SECTION RESOURCE WEBSITES HAVE BEEN UPDATED FOR THE MONTH OF JULY. CHECK OUT THE NEWEST OF INFO ON: IM NEW WORKER CENTRAL, SUPERVISORY CENTRAL, FISCAL CITY, AND THE PRO SHOP. YOU CAN ACCESS ALL OF THESE RESOURCES FROM THE TRAINING SECTION HOMEPAGE: [HTTP://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC](http://www.dwd.state.wi.us/destrain/trainsec)

07 10 02 **** CCPU PAGING UPDATE ****

DUE TO EXCESSIVE FATALS, THE PF7 FUNCTIONALITY HAS BEEN PULLED BACK FROM CCPU. THE PROGRAMMING TO FIX THIS PROBLEM IS EXTENSIVE. UNTIL THE FIX IS COMPLETED YOU WILL BE ABLE TO PF8 TO VIEW ADDITIONAL COMMENTS BUT WILL HAVE TO TRAN BACK TO CCPU TO VIEW PREVIOUS PAGES.

07 10 02 **** PRISONER VERIFICATION QUERY ****

THE PRISONER VERIFICATION QUERY IS SIMILAR TO WTPY. WORKERS CAN REQUEST PRISONER VERIFICATION THROUGH THE DXPR TRANSACTION, USING A SSN IN THE PARAMETER. RESPONSES ARE RETURNED FROM SSA EACH WEDNESDAY EVENING, SO ALERTS WILL BE RECEIVED ON THURSDAYS. THE ALERT IS 265 WHEN DATA IS AVAILABLE. WORKERS CAN SELECT THE ALERT, TYPE IN DXPQ, AND ACCESS PRISONER INFORMATION SCREEN. ALERTS 264 AND 266 INDICATE NO DATA IS AVAILABLE. THIS QUERY WAS EXPLAINED IN OPS MEMO 99-38.

07 10 02 ***** DXRL UPDATE ****

THOUGHT YOUR DATA EXCHANGE MATCHES DISAPPEARED AFTER YOU ENTERED AN ACTION CODE? AND YOU COULD NEVER SEE THEM AGAIN? BUT THERE MIGHT BE INFORMATION YOU MISSED? NO PROBLEM. MATCHES THAT HAVE BEEN COMPLETED (ACTION CODES OF CO, CL, NA, FR, AND TP) CAN BE VIEWED BY TRANNING TO DXRL WITH 'SSN/EXCHANGE TYPE/A' IN THE PARAMETER FIELD. 'A' IS THE STATUS USED TO RETRIEVE ALL ONLINE MATCHES. REVIEW THE DXRL HELP SCREEN TO LEARN ABOUT THE VARIOUS STATUS PARAMETERS THAT MAY BE USED. ALSO, IF AN OLD COMPLETED MATCH HAS BEEN PURGED BY THE SYSTEM, USING THE DXRS SCREEN AND PIN CAN RESTORE IT. AN EXCEPTION IS THAT BEER AND IRS MATCH INFORMATION CAN NOT BE RESTORED ONCE

DELETED. THE PURGE PROCESS RUNS MONTHLY AND STORES SOME OF THE OLDEST MATCHES OFFLINE. THE RESTORE PROCESS RUNS EACH NIGHT, SO A REQUEST FROM DXRS WILL PROVIDE THE MATCH THE NEXT DAY.

07 10 02 **** FS QC TIP OF THE WEEK ****

PUT THE FOLLOWING IN THE SAME FOOD UNIT, EVEN IF THEY DON'T PURCHASE AND PREPARE MEALS TOGETHER:

1. SPOUSES AND SPOUSES.
2. ADULT CHILDREN UNDER THE AGE OF 22 WHO ARE LIVING WITH HIS OR HER NATURAL, ADOPTIVE, OR STEP-PARENT.
3. PARENTS AND MINOR CHILDREN.
4. ADULTS AND MINOR CHILDREN UNDER THE AGE OF 18 YEARS, OVER WHOM THEY ARE EXERCISING PARENTAL CONTROL. SEE DEFINITION OF PARENTAL CONTROL AT 1.02.01. SEE FSHB APPX. 01.02.02 AND 01.07.00 FOR EXCEPTIONS.

07 12 02 **** CHILD CARE EFT FLIER ****

THE ELECTRONIC FUNDS TRANSFER (EFT) PROMOTIONAL FLIER, MENTIONED IN OPS MEMO #02-33, WAS MAILED 7/10 TO LGRP AND LFAM PROVIDERS WHO CURRENTLY RECEIVE THEIR PAYMENT IN CHECK FORM.

07 12 02 **** ONSPI QUARTERLY NEWSLETTER ****

THE OFFICE OF NUTRITION SERVICES AND PROGRAM INTEGRITY HAS DEVELOPED A QUARTERLY NEWSLETTER TO PROVIDE LOCAL AGENCY STAFF WITH THE MOST UP-TO-DATE INFORMATION REGARDING WHAT'S GOING ON IN THE FOOD STAMP PROGRAM. THE FIRST EDITION IS FOUND AT [HTTP://WWW.DWD.STATE.WI.US/DWS/ONSPI/NEWS/DEFAULT.HTM](http://www.dwd.state.wi.us/dws/onspi/news/default.htm) PLEASE BOOKMARK THIS LINK.

07 15 02 **** CENSUS TRACT RE-ADDED TO WPFN ****

EFFECTIVE MONDAY 7/15/02, CENSUS TRACT HAS BEEN RE-ADDED AS A SEARCH CRITERIA ON WPFN.

07 15 02 **** PURGE OF WA DISPOSITIONS ****

THE DATA EXCHANGE WORKGROUP HAS DECIDED TO DELETE SOME OF THE UNCOMPLETED DATA EXCHANGE DISPOSITIONS ON CARES. ALL MATCHES PRIOR TO 01/01/01 THAT HAVE A 'WA' (WORKER ACTION REQUIRED) STATUS WILL BE PERMANENTLY (REMOVED FROM THE SYSTEM ON 7/19/02 AND WILL NOT BE RECOVERABLE. ALONG WITH THIS PURGE, THE WORKGROUP WILL BE DEVELOPING PROCESSES TO INCREASE THE USEFULNESS OF THE DATA, SIMPLIFY THE DISPOSITION PROCESS AND MONITOR THE REMAINING MATCHES. CHANGES REPORTED THROUGH DX MUST BE ACTED ON WITHIN 10 DAYS AND DISPOSITIONS MUST BE COMPLETED WITHIN 45 DAYS.

07 16 02 **** REMOVAL OF MANUAL EXTENSION NOTICES ****

IN JUNE 1999 VIA OPERATIONS MEMO 99-49, SEVERAL MANUAL NOTICES WERE CREATED REGARDING THE 24-MONTH TIME LIMIT EXTENSIONS. THESE NOTICES INFORMED W-2 PARTICIPANTS OF THE STATUS OF THEIR EXTENSION REQUESTS BY THE W-2 AGENCY (APPROVED, DENIED, ETC.) THESE NOTICES ARE: NAEA, NAED, NAER. IN SEPTEMBER 1999 VIA OPERATIONS MEMO 99-69, THESE NOTICES WERE AUTOMATED AND REPLACED WITH APLN, APLO AND APLP, RESPECTIVELY. ENTRY ON SCREEN AIWE NOW TRIGGERS THESE NOTICES AS APPROPRIATE. FOR THAT REASON, THE MANUAL NOTICES (NAEA, NAED AND NAER) WILL BE REMOVED FROM CARES EFFECTIVE MONDAY, JULY 22, 2002. FOR MORE INFORMATION ON GENERATING TIME LIMIT EXTENSION NOTICES, SEE CARES GUIDE, SECTION 2 WORK PROGRAMS, APPENDIX 03, CLOCK EXTENSION DESK AID OR THE ABOVE-REFERENCED OPERATIONS MEMOS.

07 16 02 **** CARES NOT AVAILABLE SATURDAY, JULY 20 ****

DUE TO THE IMPLEMENTATION OF SENIOR CARE AUTOMATION, CARES WILL NOT BE AVAILABLE ON SATURDAY JULY 20TH, AS THE CARES PRODUCTION CALENDAR SHOWS. WE APOLOGIZE FOR ANY INCONVENIENCE THIS MAY CAUSE YOU.

07 17 02 **** CHILD CARE PROGRAM REMINDER ****

IN AN EFFORT TO GENERATE FEWER NOTICES TO PROVIDERS AND PARENTS, REMEMBER THAT YOU ARE ONLY REQUIRED TO CHANGE AN ON-GOING AUTHORIZATION FOR CHILD CARE UNDER THE FOLLOWING CIRCUMSTANCES:

1. A CHANGE IN THE HOURS OF NEED FOR CHILD CARE:
 - A. CHANGE FROM FULL-TIME TO PART-TIME OR PART-TIME TO FULL-TIME WORK HOURS OR W2 ACTIVITIES.
 - B. CHANGE IN NUMBER OF HOURS NEEDED BECAUSE CHILD IS IN SCHOOL OR ON SUMMER BREAK
 - C. CHANGE IN APPROVED ACTIVITY THAT CHANGES THE NUMBER OF HOURS NEEDED
2. A CHANGE IN GROSS INCOME THAT IS AN INCREASE OF MORE THAN \$250 OR DECREASE OF MORE THAN \$100.

07 18 02 **** NEW CARES VENDOR MAINTENANCE CONTACT ****

TOM SANDHOLM HAS MOVED WITH THE FOOD STAMP PROGRAM TO DHFS. KAY MILLER HAS TAKEN OVER CARES VENDOR MAINTENANCE. FOR REQUESTING THE ADDITION OF NEW VENDORS OR CHANGING VENDOR ADDRESSES, PLEASE CONTACT KAY. SHE CAN BE REACHED AT 608.266.2827, E-MAIL KAY.MILLER@DWD.STATE.WI.US. THE FAX NUMBER REMAINS THE SAME, 608-267-0484.

07 18 02 **** DROPPING OF DECLARATION OF CITIZENS ****

SINCE THE DECLARATION OF CITIZENSHIP TEXT HAS BEEN INCORPORATED INTO THE COMMON APPLICATION FORM, IT IS NO LONGER RELEVANT TO CARES. THEREFORE WITH THE IMPLEMENTATION OF SENIOR CARE THIS WEEKEND, IT WILL BE REMOVED FROM ANDA.

07 18 02 **** CCPD AND CCWN DOWN ****

CURRENTLY THERE IS NO UPDATE ACCESS TO CCPD AND CCWN. WE ARE AWARE OF THE PROBLEM AND ARE WORKING ON IT. WE WILL LET YOU KNOW WHEN IT IS FIXED.

07 19 02 **** LIFTING FC NON MA FREEZE ****

ON OCTOBER 1, 2001 A FREEZE WAS PLACED ON NEW ENROLLMENTS INTO FAMILY CARE NON MA. THIS WAS COMMUNICATED TO YOU IN OPS MEMO 01-65. EFFECTIVE AUGUST 1, 2002, THE FREEZE ON NEW ENROLLMENTS FOR FAMILY CARE NON MA ENROLLEES IS BEING LIFTED. FAMILY CARE ENROLLMENT WILL THEN BE OPEN TO NON-MEDICAID ELIGIBLE PERSONS UNTIL FURTHER NOTICE FROM THE DEPARTMENT.

07 23 02 **** BIWEEKLY FOOD STAMP QC TIP ****

STATE QC REVIEWERS RECENTLY SURVEYED ALL THOSE WHO WERE INTERVIEWED AS PART OF THE MONTHLY FOOD STAMP SAMPLE, AND ASKED THEM IF THEY UNDERSTOOD THE REPORTING REQUIREMENTS FOR THE FOOD STAMP PROGRAM. OVER ONE-THIRD STATED THEY DIDN'T KNOW. OF THE TWO-THIRDS WHO SAID THEY DID KNOW, A LARGE NUMBER HAD INCORRECT OPINIONS ON REPORTING TIME FRAMES AND ITEMS THAT NEEDED TO BE REPORTED. STATEWIDE, HALF OF THOSE INTERVIEWED WERE NEVER GIVEN THE "EAT SMART & PLAY HARD" FOLDER ON CHANGE REPORTING WHICH THE STATE SUPPLIES TO AGENCIES. MOST OF THOSE

WHO RECEIVED THEM SAID THEY WERE HELPFUL. PLEASE USE THE FOLDERS (PUBLICATION DES-12560) TO ENSURE YOUR CUSTOMERS KNOW WHAT TO REPORT. IF YOU NEED A SUPPLY, HAVE YOUR MANAGEMENT CONTACT THE STATE FOR SHIPMENT TO YOUR AGENCY.

07 30 02 ***** PURGE OF WA DISPOSITIONS *****

DATA EXCHANGE DISPOSITIONS THAT REQUIRED WORKER ACTION AND HAVING A MATCH DATE PRIOR TO 01/01/01 HAVE NOW BEEN PURGED. FS IPV MATCHES WERE NOT DELETED AND STILL MUST BE ACTED ON BY THE WORKER.

07 30 02 ***** CLIENT REGISTRATION PROCESS - SC *****

SINCE THE IMPLEMENTATION OF SENIORCARE IN CARES LOCAL AGENCIES MAY NOTICE SLIGHT DIFFERENCES IN THE CLIENT REGISTRATION PROCESS. IF THE LOCAL AGENCY STARTS AN RFA THAT IS NOT COMPLETED, AND CAPO COMPLETES AN RFA FOR THE SAME INDIVIDUAL, THE INITIAL RFA THAT THE LOCAL AGENCY STARTED IS AUTOMATICALLY WITHDRAWN BY CARES. THE REASON DISPLAYED WILL BE RWD - PP IN ACTIVE CAPO CASE. IF THE CASE STATUS IS OPEN THE LOCAL AGENCY WILL BE ABLE TO SELF TRANSFER THE CASE BY USING ACSC (SEE OPS MEMO 02-47). IF THE CASE STATUS IS PENDING AND THE LOCAL AGENCY NEEDS TO TRANSFER THE CASE IN FOR EXPEDITED BENEFITS, CONTACT THE CAPO AT THE NUMBER LISTED IN THE OPS MEMO. LOCAL AGENCIES MAY ALSO SEE AN INCREASE IN CLIENT REG FAILURES 03 - PP IS PP ON PENDING RFA OR 06 - PP IS PP ON A PENDING OR OPEN CASE. THIS COULD INDICATE THAT THE PERSON IS APPLYING FOR, OR IS OPEN FOR SENIORCARE. CRPC WILL BE UPDATED TO DISPLAY SC AS A TYPE OF ASSISTANCE. SEARCHING USING AQIN WILL IDENTIFY ALL CASES THAT THE INDIVIDUAL IS ASSOCIATED WITH.

07 31 02 ***** BIWEEKLY CC REMINDER *****

TO VIEW THE MOST CURRENT AND FUTURE ENTRIES ON CCMC IN CCPS, YOU MUST ENTER A HIGH DATE IN THE PARMS FIELD ALONG WITH THE PROVIDER NUMBER AND LOCATION.

07 31 02 THE IRS HAS DIRECTED THE DWD TO RESTRICT ACCESS TO IRS DATA IN CARES. EFFECTIVE AT NOON ON 7/30, ACCESS TO THE DXBE AND DXUI SCREENS WAS REMOVED FOR TRIBAL AND PRIVATE AGENCY STAFF. DXBE AND DXUI ARE THE SCREENS IN CARES THAT DISPLAY IRS DATA. WE APOLOGIZE FOR THE SHORT NOTICE BUT THE IRS LEFT US NO CHOICE. CONTACT YOUR CARES COORDINATOR FOR A DETAILED EXPLANATION.

08 01 02 ***** TRAINING WEB SITE UPDATED *****

THE BPS TRAINING SECTION WEB RESOURCES HAVE BEEN UPDATED FOR AUGUST 1, 2002. CHECK US OUT AT:
[HTTP://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC](http://www.dwd.state.wi.us/destrain/trainsec)

08 02 02 ***** INVESTIGATIVE INTERVIEW TRAINING SCHEDULED *****

TIM GARD WILL BE PROVIDING INVESTIGATIVE INTERVIEW TRAINING AT SEVERAL TRAINING SITES AROUND THE STATE. PLEASE SEE THE ON-LINE BPS TRAINING SCHEDULE ([HTTP://WWW.UWOSH.EDU/CCDET/WSS](http://www.uwosh.edu/ccdet/wss)) FOR DATES AND TIMES IN YOUR AREA. THIS TRAINING IS VERY IMPORTANT TO OUR FOOD STAMP ERROR REDUCTION INITIATIVES. WE ENCOURAGE EVERYONE TO ATTEND THIS TRAINING IF AT ALL POSSIBLE.

08 05 02 ***** BIWEEKLY FOOD STAMPS QC TIP *****

REQUESTS FOR VERIFICATION MUST BE MADE IN WRITING. VERBAL REQUESTS ARE NOT ACCEPTABLE AND WILL NOT STAND UP IN A FAIR HEARING. WORKERS ARE REQUIRED TO GIVE THE CUSTOMER NOTICE REGARDING REQUIRED VERIFICATION, WHEN IT IS DUE TO THE AGENCY, AND THE CONSEQUENCES OF NOT VERIFYING TIMELY. REMEMBER TO CHANGE SCREEN AGVC TO A 'Y' FOR A NIGHTLY GENERATED NOTICE OR A 'P' FOR A LOCAL PRINTED NOTICE. SEE FSHB APPX. 22.01.00

08 13 02 ***** ON-LINE FOOD STAMP HANDBOOK RELEASE *****

RELEASE 02-04 OF THE ONLINE FOOD STAMP HANDBOOK WAS MADE TODAY. IT IS EFFECTIVE 08/12/02. GO TO [HTTP://WWW.DWD.STATE.WI.US/DESFSHBK/HANDBOOK/](http://www.dwd.state.wi.us/desfshbk/handbook/) AND CLICK ON THE "GREEN SHEETS" LINK FOR THE 02-04 RELEASE TO SEE THE CHANGES MADE.

08 13 02 ***** UCB PROBLEM *****

THERE WAS A PROBLEM IN THE UNEMPLOYMENT COMPENSATION MATCH ON 8/6/02. IN ORDER TO RERUN THE JOB, DISPOSITIONS THAT WERE CREATED IN THIS RUN HAD TO BE DELETED. THE RECORDS WERE DELETED ON 8/9/02 EXCEPT FOR COMPLETED DISPOSITIONS, AND THE MATCH PROCESS WAS ALSO RUN AGAIN ON THAT DATE.

08 14 02 ***** BIWEEKLY CHILD CARE PROGRAM REMINDER *****

USE CCPU, CHILD CARE PROVIDER COMMENTS SCREEN TO ENTER SPECIFIC COMMENTS FOR A PROVIDER LOCATION. USE THE SAME REASONING AS YOU WOULD FOR RECORDING ITEMS ON CMCC. RECORD SUCH THINGS AS: OVERPAYMENT RECOVERY EXPLANATION, HOME VISIT INFORMATION, CONVERSATIONS WITH PROVIDER, TIMES THE PROVIDER IS REGULATED TO CARE FOR CHILDREN, EXAMPLE 6:30 AM TO 6:30 PM, DAYS OF THE WEEK PROVIDERS DOES CARE, NUMBER OF CHILDREN PROVIDER IS CERTIFIED/LICENSED TO CARE FOR, ETC.

08 14 02 ***** MAINFRAME PASSWORD CHANGES *****

MAINFRAME PASSWORD REQUIREMENTS WILL CHANGE EFFECTIVE AUG 25TH. THESE CHANGES ARE BEING IMPLEMENTED BY DEG TO IMPROVE PASSWORD SECURITY AND SATISFY LAB REQUIREMENTS. THE FOLLOWING RULES MUST BE FOLLOWED WHEN CHANGING YOUR PASSWORD ON OR AFTER AUG 25TH.

- PASSWORDS MUST CONTAIN AT LEAST ONE NUMERIC OR SPECIAL CHARACTER (0-9, OR #, @, \$)
- PASSWORDS CANNOT BE ALL NUMERIC
- NEW PASSWORDS CANNOT BE ONE OF YOUR PREVIOUS EIGHT PASSWORDS.
- PASSWORDS MUST BE 7 OR 8 CHARACTERS IN LENGTH

THE NEW REQUIREMENTS MUST BE FOLLOWED WHEN YOUR PASSWORD EXPIRES ON OR AFTER AUG 25TH. IF YOU HAVE QUESTIONS CALL THE SECURITY HELP DESK @ (608) 261-6827.

08 15 02 ***** W-2 OVERRIDES AND FS BUDGETING *****

IF AGOE IS USED TO OVERRIDE W-2 ELIGIBILITY TO "PASS," CARES WILL NOT PICK UP THE W-2 INCOME FOR THE FS BUDGET. IT IS IMPORTANT THAT THE W-2 WORKER COMMUNICATES THE OVERRIDE TO THE FS WORKER. THE FS WORKER THEN NEEDS TO ENTER THE W-2 INCOME AS OTFS ON AFUI TO ENSURE THAT THE FS BENEFITS ARE CORRECT.

08 16 02 ***** DES 2096 - OUT OF PRINT *****

THE DES 2096 HEALTH INSURANCE FORM IS PRESENTLY OUT OF PRINT. DUE TO THE REORGANIZATION BETWEEN DWD AND DHFS, COUNTY AGENCIES ARE ASKED TO DOWNLOAD THE DES 2096 FROM THE W-2 PARTNER PAGE AND MAKE NECESSARY COPIES.

08 17 02 ***** STATE SSI AMOUNTS ON DXSX *****

ON SATURDAY AUGUST 17, STATE SSI AMOUNTS ON DXSX WERE UPDATED TO REFLECT ANY DATA THAT MAY HAVE BEEN MISSING. THIS UPDATE WILL PREVENT FURTHER GENERATION OF ALERTS WHEN THERE ARE CHANGES TO FEDERAL SSI.

08 19 02 ***** NEW SUPPORTIVE SERVICES CODES *****

TWO NEW SUPPORTIVE SERVICES CODES WILL BE AVAILABLE FOR USE ON WPSS STARTING TUESDAY, AUGUST 20. THE FIRST CODE IS WTWS - WTW RETENTION WORK SUPPORT PAYMENTS, AND THE SECOND IS WTTS - WTW TRAINING SUPPORT PAYMENTS.

08 21 02 ***** BIWEEKLY FOOD STAMP QC TIP *****

IF INCOME STARTS OR STOPS IN THE MONTH AND A FULL MONTH'S INCOME (I.E. AT LEAST 2 FULL BIWEEKLY PAYCHECKS OR 4 FULL WEEKLY PAYCHECKS) IS NOT RECEIVED, THEN INCOME WOULD NOT BE CONVERTED BUT THE ACTUAL AMOUNT USED. THIS WOULD APPLY IF SOMEONE STARTS OR STOPS EMPLOYMENT OR IS OFF WORK FOR PART OF A MONTH. SEE OPS MEMO 01-01 PG. 5.

08 22 02 ***** MAINFRAME PASSWORD CHANGES *****

MAINFRAME PASSWORD REQUIREMENTS WILL CHANGE EFFECTIVE AUG 25TH. THESE CHANGES ARE BEING IMPLEMENTED BY DEG TO IMPROVE PASSWORD SECURITY AND SATISFY LAB REQUIREMENTS. THE FOLLOWING RULES MUST BE FOLLOWED WHEN CHANGING YOUR PASSWORD ON OR AFTER AUG 25TH.

- PASSWORDS MUST CONTAIN AT LEAST ONE NUMERIC OR SPECIAL CHARACTER (0-9,OR #,@,\$)
- PASSWORDS CANNOT BE ALL NUMERIC
- NEW PASSWORDS CANNOT BE ONE OF YOUR PREVIOUS EIGHT PASSWORDS.
- PASSWORDS MUST BE 7 OR 8 CHARACTERS IN LENGTH

THE NEW REQUIREMENTS MUST BE FOLLOWED WHEN YOUR PASSWORD EXPIRES ON OR AFTER AUG 25TH. IF YOU HAVE QUESTIONS CALL THE SECURITY HELP DESK @ (608) 261-6827.

08 23 02 ***** REMOVAL OF WAA SERVICE CATEGORY *****

BASED ON AN INTERNAL DEPARTMENTAL REVIEW, A DECISION HAS BEEN REACHED TO REMOVE THE WAA SERVICE CATEGORY FIELD FROM SCREENS CRWA AND WPWA. ANY QUESTIONS/CONCERNS REGARDING THIS ACTION SHOULD BE SUBMITTED IN AN E-MAIL TO JAYNE.WANLESS@DWD.STATE.WI.US BY FRIDAY, AUGUST 30.

08 24 02 ***** NEW AGBI EDIT WHEN FS IS NOT EXPEDITED *****

IF A WORKER ATTEMPTED TO ENTER AN "X" ISSUANCE METHOD ON AGBI WHEN THE EXPEDITED FS SWITCH WAS "N", NO ERROR MESSAGE WAS DISPLAYED. IF FS WAS NOT EXPEDITED, CARES IGNORED THIS INFORMATION. TO AVOID CONFUSION, AN ERROR MESSAGE WAS ADDED. IF A WORKER ATTEMPTS TO ENTER THE "X" ISSUANCE METHOD WHEN FS IS NOT EXPEDITED, THE ERROR MESSAGE BQP - X IS NOT ALLOWED FOR ISSUANCE METHOD WHEN EXPEDITED FS IS 'N' WILL APPEAR. THE "X" ISSUANCE METHOD MAY HAVE BEEN ENTERED PREVIOUSLY WHEN THE EXPEDITED SWITCH WAS "Y". IF YOU RERUN ELIGIBILITY AND THE EXPEDITED SWITCH CHANGES TO "N", YOU WILL GET THE BQP ERROR MESSAGE AND MUST SPACE OUT THE "X" ISSUANCE METHOD AND THE ISSUANCE METHOD REASON TO REMOVE THE ERROR MESSAGE.

08 26 02 ***** WEEKEND FIXES AND ENHANCEMENTS *****

ACCT - THE DEFAULT VALUE FOR THE "GENERATE LETTER" FIELD IS NOW 'Y'. IF YOU DON'T WANT A LETTER SENT, THE FIELD VALUE MUST BE SWITCHED TO 'N'.

AS OF THIS MORNING, THE ASSET LIMIT FOR DISABLED HAS INCREASED TO \$3000 HOUSEHOLD CONTAINING DISABLED INDIVIDUALS. THE CHANGE IS EFFECTIVE FOR ELIGIBILITY DETERMINATIONS OF 10/1 AND AFTER.

BEGINNING AT THE SAME TIME PERIOD, THE FLUCTUATING STANDARD DEDUCTION IS IN EFFECT. THE DEDUCTION IS: HOUSEHOLD SIZE 1-4: \$134; 5: \$147; 6 OR MORE: \$168.

WE ALSO MADE SEVERAL FIXES TO STUDENT ELIGIBILITY FOR FS. STUDENT STATUS WILL NOW BE GRANTED BY CARES TO PERSONS GREATER THAN AGE 50 CODE "IH" ON ANSE.

STUDENTS LESS THAN 18 CAN BE ATTENDING LESS THAN ½ TIME AND HAVE THEIR INCOME EXCLUDED. ALSO, NON-VERIFICATION OF THEIR ATTENDANCE WILL NOT FAIL THE AG, BUT RATHER COUNT THEIR INCOME.

IF SCREEN ANMR IS SCHEDULED, THE QUESTION "DO YOU WANT TO REQUEST MAPP?" WILL AUTOMATICALLY DEFAULT TO Y.

08 27 02 ***** CHILD CARE CHECKS DELAYED *****

DUE TO THE LABOR DAY HOLIDAY ON MONDAY, SEPTEMBER 2, 2002, CHILD CARE CHECKS AND EFT ISSUANCE WILL BE DELAYED BY ONE DAY. CHILD CARE CHECKS WILL BE MAILED ON TUESDAY, SEPT 3RD. EFT WILL BE DEPOSITED ON WEDNESDAY, SEPT 4TH.

08 28 02 ***** BI-WEEKLY CC PROGRAM REMINDER *****

A CHILD CARE PROVIDER IS CONSIDERED TO BE SELF EMPLOYED AND COULD BE FOUND ELIGIBLE FOR CHILD CARE ASSISTANCE PROVIDED THEY MEET FINANCIAL AND NON-FINANCIAL CRITERIA. A FAMILY DAY CARE PROVIDER COULD RECEIVE ASSISTANCE FOR HIS/HER OWN CHILDREN WHEN THEY ATTEND ANOTHER DAY CARE SETTING OUTSIDE OF THEIR OWN HOME. THIS IS LIMITED TO THE HOURS CHILD CARE (FOR OTHER CHILDREN) IS BEING DONE IN HIS/HER OWN HOME. AN UPDATE TO THE CHILD CARE MANUAL WILL BE COMING OUT SOON.

08 29 02 ****CARES GUIDE - NEW URL AND RELEASE 02-01****

THE CARES GUIDE HAS A NEW URL.

THE STAFF LOCATION IS (INTRANET):

[HTTP://DWDWORKWEB/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF](http://DWDWORKWEB/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF)

THE PARTNER LOCATION IS (EXTRANET):

[HTTP://WORKWEB.DWD.STATE.WI.US/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF](http://WORKWEB.DWD.STATE.WI.US/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF)

CARES GUIDE RELEASE 02-01 IS NOW AVAILABLE ONLINE. THE FOLLOWING CHAPTERS/APPENDIXES HAVE BEEN ADDED OR REVISED:

- INSTRUCTIONS (REVISED)
- UPDATES (REVISED)
- TABLE OF CONTENTS (REVISED)
- SECTION 1, APPENDIX 02, VERSION 2 - SCHOOL CODES (REVISED)
- SECTION 1, APPENDIX 05A, VERSION 2 - REASON CODES (REVISED)
- SECTION 1, APPENDIX 11 - MENUS & SCREENS (NEW)
- SECTION 1, APPENDIX 16 - TANF DATES BY STATE (NEW)
- SECTION 2, CHAPTER 05 - SUPPORTIVE SERVICES (NEW)
- SECTION 2, CHAPTER 06 - POSTING STATUSES & COMPONENTS (NEW)
- SECTION 2, CHAPTER 07 - REPORTING EMPLOYMENT INFORMATION (NEW)
- SECTION 2, APPENDIX 01, VERSION 2 - DEFINITIONS OF COMPONENTS & STATUSES (REVISED)
- SECTION 2, APPENDIX 02, VERSION 2 - ACTIVITY MATRIX (REVISED)
- SECTION 2, APPENDIX 04 - DICTIONARY OF OCCUPATIONAL TITLES (DOT) CODES (NEW)
- SECTION 2, APPENDIX 06 - PF FUNCTION KEYS (NEW)
- SECTION 2, APPENDIX 06 - BACKDATING RULES (NEW)
- SECTION 2, APPENDIX 07 - COMPONENT DESK AID (NEW)
- SECTION 4, ABBREVIATIONS & ACRONYMS (NEW)
- SECTION 4, GLOSSARY (NEW)

08 30 02 **** CARES GUIDE RELEASE 02-01 TYPO ****

YESTERDAY WE ISSUED A DXBM LISTING THE NEW AND REVISED CARES GUIDE CHAPTERS AND APPENDIXES. WE HAVE SINCE FOUND A TYPO IN THE LISTING. SECTION 2, APPENDIX 06 - PF FUNCTION KEYS (NEW) SHOULD HAVE READ AS SECTION 2, APPENDIX 05. WE APOLOGIZE FOR ANY CONFUSION.

09 04 02 **** SEPTEMBER W-2 P DATE CHANGE ****

W-2 PULL DOWN IN SEPTEMBER WILL BE SEPT 24 AND THE CHECK INTERCEPT FILE WILL RUN THE NIGHT OF SEPT 26. THIS IS ONE DAY EARLIER THAN ORIGINALLY SCHEDULED. W-2 CHECKS WILL BE MAILED ON THE USUAL SCHEDULE, WHICH THIS MONTH IS SEPT 28TH. REFERENCE TABLE TBIC AND THE MONTHLY CALENDAR OF CARES PRODUCTION CYCLES HAVE THE NEW DATES.

09 05 02 **** BI-WEEKLY FS QC TIP OF THE WEEK ****

THERE ARE INSTANCES WHEN CHANGES ARE REPORTED AND VERIFIED BETWEEN ADVERSE ACTION AND THE END OF A BENEFIT MONTH. ALL REPORTED CHANGES THAT CAUSE AN INCREASE IN THE FS BENEFIT ARE EFFECTIVE THE FIRST OF THE MONTH FOLLOWING THE REPORT MONTH IF REQUIRED VERIFICATIONS ARE RECEIVED WITHIN 10 DAYS OF THE REQUEST FOR VERIFICATION. UPON RECEIPT OF ADEQUATE VERIFICATION, DO NOT WAIT TO ISSUE A SUPPLEMENT FOR THE NEXT BENEFIT MONTH. QA IS ALLOWED TO CONSIDER A SUPPLEMENT IF IT IS ISSUED PRIOR TO THEIR STATE QA PULL DATE, OR IF IT IS ISSUED WITHIN 10 DAYS OF THE REPORTED CHANGE. SEE OPS MEMO 01-01 PG. 13 AND 01-23.

09 05 02 **** WI ASSC OF PUBLIC ASSISTANCE FRAUD CONFERENCE ****

THE 26TH ANNUAL WISCONSIN ASSOCIATION OF PUBLIC ASSISTANCE FRAUD CONFERENCE WILL BE HELD OCTOBER 2 - 4TH AT THE HOLIDAY INN IN MANITOWOC. CONFERENCE BEGINS AT 1:00 ON WEDNESDAY, OCTOBER 2, AND RUNS TILL NOON ON FRIDAY, OCT. 4. WORKSHOPS INCLUDE SAFETY IN THE WORKPLACE, FALSE ID, COLLECTIONS AND TAX INTERCEPT (APPROVED FOR 4 ECM HOURS), FOOD STAMP TRAFFICKING (4 ECM), AND CHILD CARE FRAUD (4 ECM). ATTENDEES WILL ALSO BE ELECTING NEW BOARD MEMBERS IN EACH REGION. REGISTRATION IS \$115 FOR FULL CONFERENCE OR \$65 FOR 1 DAY. REGISTRATIONS ARE DUE BY SEPT. 10, 2002. PLEASE CONTACT RICH BASILIERE AT OUTAGAMIE CO. DHS (920-832-5199) TO REGISTER.

09 06 02 **** FOOD STAMP MASS CHANGE ****

THIS PAST WEEKEND, CARES UPDATES WERE MADE TO THE REFERENCE TABLES FOR THE ANNUAL MASS CHANGE THAT OCCURS 10/01/02. THIS INCLUDES THE NEW STANDARD DEDUCTION AMOUNTS, INCOME LIMITS, ALLOTMENT TABLES, AND UTILITY STANDARDS. ANY CASE THAT RUNS WITH 10/01 ELIGIBILITY WILL HAVE THE NEW AMOUNTS USED. THIS WEEKEND (9/7), THE FS MASS CHANGE WILL OCCUR. THE FS MASS CHANGE WILL SELECT ALL FS CASES AND PROCESS ELIGIBILITY FOR 10/02 WITH THE NEW REFERENCE TABLE CHANGES AND STANDARDS. PROGRAM CHANGES WILL BE MADE ON SEPTEMBER 13, TO MANDATE UTILITY STANDARDS AND END UTILITY PRO-RATION. THIS WILL END "ACTUAL" UTILITIES AS AN OPTION. THESE ARE THE RESULT OF THE CHANGES WITH THE NEW FARM BILL. AN OPERATIONS MEMO WILL BE ISSUED SHORTLY OUTLINING THESE CHANGES. THESE UPDATES WILL ALSO BE INCLUDED IN THE NEXT FS HANDBOOK RELEASE SCHEDULED FOR SEPTEMBER 16, 2002.

09 06 02 **** CHILD CARE PROVIDERS AND ****

**** ELECTRONIC FUNDS TRANSFER (EFT) ****

FLIERS ARE BEING SENT OUT TODAY TO CERTIFIED PROVIDERS ENCOURAGING THEIR USE OF EFT FOR THEIR CHILD CARE SUBSIDY PAYMENTS. QUESTIONS ON THE PROCESS OR THE FORM SHOULD BE DIRECTED TO THE LOCAL CHILD CARE AGENCY.

09 07 02 **** WSSA DISTRICTS MEETING ANNOUNCEMENT ****

WI SOCIAL SERVICE ASSN NORTH CENTRAL AND EASTERN DISTRICTS JOINT MEETING/TRAINING TO BE HELD ON OCTOBER 3RD AT PARK INN HOTEL, WAUSAU. 8:30 REGISTRATION AND CONTINENTAL BREAKFAST. 9:00 BUSINESS MEETING (OPEN TO NON-MEMBERS). 10:00 TO 12:00 CHOICE OF TWO WORKSHOPS: CARES UPDATE BY THERESA FOSBINDER (OR) 2) CONFLICT RESOLUTION BY TONY VEEDER, DWD TRAINING SUPERVISOR. 1:00 TO 3:00 CHOICE OF TWO WORKSHOPS: 1) FOOD STAMP PROGRAM UPDATES BY MIKE MCKENZIE AND SARA PYNENBERG OF DHFS (OR) 2) CRITICAL PROBLEM SOLVING BY TONY VEEDER. CERTIFICATES FOR SWKR CE AND ESS ECM CREDITS WILL BE GIVEN. COST IS \$17 AND INCLUDES BREAKFAST AND LUNCH AND SHOULD BE PAID AT THE DOOR. REGISTRATION DEADLINE IS SEPTEMBER 25TH. YOU MUST INDICATE CHOICE OF WORKSHOPS AND A LUNCH CHOICE OF BEEF TIPS OR

BAKED COD OR VEGETARIAN. TO REGISTER OR FOR MORE INFO CONTACT JIM BESTUL AT CLARK COUNTY (715) 743-5233 OR PAULA HINTZ AT CCDET AT (920) 424-2410.

09 11 02 ***** BIWEEKLY CC PROGRAM REMINDER *****

MONITORING ATTENDANCE ON CCWA (CHILD CARE WEB ATTENDANCE ENTRY): WHEN MONITORING ATTENDANCE THAT HAS BEEN ENTERED BY PROVIDERS, WATCH FOR "1" HOUR BEING ENTERED. MANY PROVIDERS ARE NOW ENTERING A 1 STRICTLY TO GENERATE A PAYMENT. THIS IS INCORRECT. 1 HOUR SHOULD ONLY BE ENTERED IF THE CHILD ATTENDED FOR ONLY 1 HOUR AND NOT TO GENERATE A PAYMENT. WHEN YOU SEE THIS IT MAY BE AN INDICATION THAT THE PROVIDER IS ENTERING ATTENDANCE INCORRECTLY AND A FOLLOW UP CALL SHOULD BE MADE TO THE PROVIDER.

09 14 02 ***** VARIOUS WEEKEND FIXES AND ENHANCEMENTS *****

THE PROGRAMMING FOR THE CHANGES TO THE FS STANDARD DEDUCTIONS AND THE ELIMINATION OF PRORATION OF THE UTILITY DEDUCTION IS NOW IN EFFECT. SEE OPS-MEMO 02-54 FOR DETAILS OF THESE CHANGES.

AFRE HAS BEEN CHANGED TO INCLUDE THE REPORTING OF EXPENSES INCURRED TO OFFSET ROOMER INCOME.

EFGT HAS BEEN FIXED SO THAT IF 2 PERSONS IN AN FS AG HAVE SELF-EMPLOYMENT EARNINGS, AND ONE HAS NET INCOME AND ONE HAS A NET LOSS, THE NET LOSS PLACED IN THE EXCESS SELF EMPLOYMENT EXPENSE WILL CORRECTLY BE SUBTRACTED FROM THE SELF EMPLOYMENT INCOME. A FIX HAS BEEN MADE SO THAT AMOUNTS PUT ON AFMC WILL BE PICKED UP IN THE FIRST MONTH THAT THEY ARE IN EFFECT. THE BUDGETS WERE NOT PICKING UP THIS AMOUNT FOR THE FIRST MONTH, BUT THEY WERE FOR SUBSEQUENT MONTHS.

09 17 02 ***** FS HANDBOOK RELEASE *****

RELEASE 02-05 OF THE ONLINE FOOD STAMP HANDBOOK WAS MADE ON 09/17/02. IT IS EFFECTIVE 10/01/02. GO TO [HTTP://WWW.DWD.STATE.WI.US/DESFHKB/HANDBOOK/](http://www.dwd.state.wi.us/desfshbk/handbook/) AND CLICK ON THE "GREEN SHEETS" LINK FOR THE 02-05 RELEASE TO SEE THE CHANGES MADE.

09 17 02 ***** FOOD STAMP PROGRAM JOB OPENINGS *****

THE NEWLY FORMED BUREAU OF INCOME MAINTENANCE ADMINISTRATION HAS TWO VACANCIES FOR THE FOOD STAMP PROGRAM (FSP). BOTH POSITIONS ARE AT THE PROGRAM AND PLANNING ANALYST 5 LEVEL. ONE IS A FULL-TIME POSITION OPENING FOR A FSP CORRECTIVE ACTION MANAGER. THE OTHER VACANCY IS FOR A HALF-TIME FSP POLICY ANALYST. THESE POSITIONS ARE LISTED IN THE WISCONSIN STATE GOVERNMENT JOB OPPORTUNITIES BULLETIN, JOB ANNOUNCEMENT CODE 02-00538. DEADLINE FOR APPLICATIONS IS 9/30/02.

09 17 02 ***** NON BARCODABLE ADDRESSES *****

THERE WERE 9427 CASES REPORTED ON THE NONBARCODABLE ADDRESS REPORT (CARES-BI600A-EOM C056 NON-BAR CODEABLE ADDRESSES) FOR THE MONTH OF AUGUST. THIS WAS AN INCREASE OF ALMOST 4000 OVER JULY. THESE ARE NONDUPLICATED ADDRESSES. THERE ARE AN AVERAGE OF 4 PIECES OF MAIL PER ADDRESS EACH MONTH. WE PAY AN EXTRA 8 CENTS IN POSTAGE FOR EACH OF THESE PIECES.

WE ARE REQUESTING THAT WORKERS REVIEW THE EOS REPORT TOGETHER WITH OPS-MEMO 97-24 AND CORRECT THE ADDRESSES IN YOUR CASELOAD. PAY SPECIAL ATTENTION TO 'COUNTY ROAD/STATE HIGHWAY' TYPE OF ADDRESSES AND MISSING UNIT NUMBERS (WHICH ARE USUALLY MISSING APT. NUMBERS).

IF YOUR AGENCY DOES NOT HAVE A COPY OF OPS-MEMO 97-24, E-MAIL TOM SANDHOLM AT SANDHTH@DWD.STATE.WI.US AND HE WILL E-MAIL YOU A COPY OR CALL HIM AT (608)267-7190 FOR A FAXED COPY.

09 18 02 ***** BI-WEEKLY FOOD STAMP QC TIP *****

FS HANDBOOK RELEASE 02-05 WAS RELEASED THIS WEEK. NOTE THAT ACTUAL UTILITY EXPENSES ARE OBSOLETE AND THERE ARE CHANGES IN THE UTILITY EXPENSES AND DEDUCTIONS LISTED IN 16.8.0. THESE CHANGES ARE EFFECTIVE 10/1/02 AND SHOULD BE IMPLEMENTED AT APPLICATION, REVIEW OR WHEN SFED IS RUN ON A CASE. IT WILL BE VERY IMPORTANT FOR LINE STAFF TO CHECK CASE FILES FOR APPROPRIATE VERIFICATION OF TYPE OF EXPENSE AND/OR MULTIPLE EXPENSES SO THE CORRECT SUA IS GIVEN TO CLIENTS.

09 18 02 ***** CARES CALL CENTER JOB VACANCY *****

THE CARES CALL CENTER WILL BE HIRING TO FILL ITS VACANT POSITION. THERE WILL BE A JOB ANNOUNCEMENT IN THE 9/23/02 COB FOR AN ECONOMIC SUPPORT QUALITY ASSURANCE SPECIALIST-ADVANCED (IM/CARES SPECIALIST). CANDIDATES FOR THE CALL CENTER POSITION WILL BE DRAWN FROM THOSE RESPONDING TO THIS JOB ANNOUNCEMENT. THE BUREAU OF INCOME MAINTENANCE ADMIN. MAY ALSO BE USING THIS LIST TO HIRE FOR OTHER POSITIONS WITHIN THE NEWLY FORMED BUREAU. THE DEADLINE FOR APPLICATIONS WILL BE 10/4/02. THE ANNOUNCEMENT CAN BE VIEWED NOW AT: [HTTP://WISCJOBS.STATE.WI.US/PUBLIC/](http://wiscjobs.state.wi.us/public/). SEARCH THE SITE USING THE KEYWORD "HEALTHCARE".

09 19 02 ***** FOOD STAMP NEWS *****

GO TO [HTTP://WWW.DWD.STATE.WI.US/DWS/ONSPI/NEWS/DEFAULT.HTM](http://www.dwd.state.wi.us/dws/onspi/news/default.htm) TO SEE THE LATEST EDITION OF THE FOOD STAMP NEWS, A QUARTERLY NEWSLETTER DISCUSSING VARIOUS FOOD STAMP TOPICS.

09 21 02 ***** WP CHANGES EFFECTIVE 09/23/02 *****

SEVERAL CHANGES HAVE BEEN MADE REGARDING INFORMAL ASSESSMENTS AND THEIR TRACKING. WHEN ACCESSING WPED THE QUESTION "DO YOU WANT TO INITIATE A NEW ASSESSMENT" CURRENTLY DEFAULTS TO AND "N" WHEN YOU CALL UP THE SCREEN. IT WILL NOW DEFAULT TO A BLANK AND WILL BE A MANDATORY ENTRY EACH TIME THE SCREEN IS ACCESSED. A "Y" WILL BE REQUIRED TO INITIATE THE ASSESSMENT DRIVER. ONCE THE FULL DRIVER IS COMPLETED THROUGH WPRU, A TRANSACTION WILL BE POPULATED TO WPTN SHOWING THAT AN "INFORMAL ASSESSMENT" HAS BEEN COMPLETED. THIS CHANGE WAS REQUESTED BY PERFORMANCE STANDARDS.

09 21 02 ***** CSAS NEW DELETE FUNCTIONALITY *****

EFFECTIVE MONDAY, SEPTEMBER 23, CSAS HAS BEEN MODIFIED TO ALLOW RECEPTIONIST TYPE WORKERS TO SEARCH FOR AND THEN DELETE AN APPOINTMENT ON ANOTHER WORKER'S DAILY SCHEDULE (CSDS) OR ON AN RRU'S SCHEDULE. SINCE A RECEPTIONIST WORKER CANNOT ACCESS ANOTHER WORKER'S CSDS DIRECTLY TO DELETE AN APPT., THIS NEW FUNCTIONALITY WILL

ALLOW THE RECEPTIONIST TO DELETE APPT. AS CLIENT'S CALL IN TO CANCEL APPT'S. CSAS CAN BE USED TO MAKE THIS DELETION WHEN ACCESSED WITH "/D" IN THE PARMS. THIS PUTS CSAS IN THE DELETE MODE. A WORKER MUST THEN ENTER THE ACTIVITY CODE OF THE APPT, THE APPROPRIATE WORKER ID OR RRU ID TO IDENTIFY THE CALENDAR BEING AFFECTED, THE DATE OF THE APPT, AND EITHER THE PIN, CASE #, OR RFA OF THE CLIENT. HITTING ENTER WILL RETURN THE MATCHED DETAILS AT THE BOTTOM HALF OF THE SCREEN. ONCE CONFIRMED THAT THIS IS THE CORRECT APPT TO DELETE, THE WORKER THEN PRESSES PF17 TO COMPLETE THE DELETION.

09 21 02 **** SSI DISCREPANCIES ****

DURING THE 8/17 ONE-TIME UPDATE OF THE DXSX STATE SSI FIELDS, IT WAS DISCOVERED THAT THE CRITERIA FOR GENERATING SSI DISCREPANCIES NEEDED ADJUSTING. THE FOLLOWING CHANGE WILL GO INTO PRODUCTION 9/20. A COMPARISON WILL BE DONE OF THE TOTAL AMOUNTS DISPLAYED ON DXSX AND THE TOTAL SSI AND SSI-E AMOUNTS ENTERED ON AFUI. IF A DISCREPANCY IS FOUND BETWEEN THOSE TWO TOTALS, ALERT #058 (NEW DATA ON DXSX) WILL BE SENT.

09 24 02 **** CARES CALL CENTER UNAVAILABLE ****

DUE TO AN ALL STAFF MEETING FOR THE BUREAU OF INCOME MAINTENANCE ADMINISTRATION ON TUESDAY, SEPTEMBER 24TH, THE CALL CENTER WILL BE CLOSED FROM 9:30 AM UNTIL 1:00 PM.

09 24 02 **** WPRL AND CSAS LINK NOT WORKING ****

THE LINKAGE BETWEEN WPRL AND CSAS IS CURRENTLY NOT FUNCTIONING PROPERLY. WHEN A WORKER SELECTS A PERSON FROM WPRL AND PRESSES PF13 TO ACCESS CSAS TO SCHEDULE AN ENROLLMENT APPT., THE WORKER WILL ENCOUNTER AN "INVALID PARMS" ERROR MESSAGE. UNTIL THIS IS FIXED, A WORKER CAN COPY THE PIN FROM WPRL AND TRAN TO CSAS DIRECTLY, WITH NOTHING IN THE PARMS, AND THEN THE WORKER WILL BE ABLE TO ENTER THE SCHEDULING DETAILS FOR THE ENROLLMENT APPT.

09 25 02 **** CTS CASES CLOSED FOR LACK OF REVIEW ****

A LARGE NUMBER OF CTS CASES WERE CLOSED FOR THE OCTOBER 1, 2002 BENEFIT DUE TO LACK OF REVIEW. WHEN WE CONVERTED CTS CASES TO CARES FOR THE MARCH 1, 2002 BENEFIT, WE SET ALL CASES TO MEET A REVIEW REQUIREMENT FOR CTS EVERY 6 MONTHS. THE FIRST REVIEW WAS DUE BY AUGUST 31, 2002. ALL CASES THAT DID NOT MEET THE REVIEW REQUIREMENT WERE GIVEN A ONE MONTH "GRACE PERIOD" TO COMPLY. THOSE THAT DID NOT COMPLY WERE CLOSED FOR CTS ON THE ADVERSE ACTION DATE IN SEPTEMBER FOR THE OCTOBER BENEFIT. MANY OF THESE CASES WILL CONTACT THEIR WORKERS ON AFTER OCTOBER 1, 2002, WHEN THEIR SSI CHECK IS LACKING THE USUAL CTS AMOUNT. WORKERS ARE REMINDED THAT WHEN RE-OPENING THE CTS FOR THESE CASES THAT ELIGIBILITY FOR OCTOBER 2002 CTS BENEFITS SHOULD NOT BE RUN WITH DATES. RUNNING ELIGIBILITY WITH DATES DOES NOT RESULT IN AN INTERFACE OF INFORMATION TO EDS FOR CTS PAYMENT. RE-OPENING THE CTS CASE FOR OCTOBER 2002 WILL AVOID THE NEED FOR MANUAL RETROACTIVE PAYMENTS FOR THE LARGE NUMBER OF CASES THAT WERE CLOSED FOR LACK OF REVIEW.

09 25 02 **** CSAS DELETE NOT VALID FOR ACTIVITY CODE "VS" ****

THE CSAS DELETE FUNCTIONALITY, WHICH AS ADDED OVER THIS PAST WEEKEND, DOES NOT WORK PROPERLY WHEN ATTEMPTING TO DELETE AN APPOINTMENT WITH ACTIVITY CODE VS - VISITOR. UNTIL FURTHER NOTICE, PLEASE DELETE THIS APPOINTMENT TYPE DIRECTLY ON CSDS ONLY.

09 26 02 **** BI-WEEKLY CC PROGRAM REMINDER ****

WHEN INVESTIGATING AN AUTHORIZATION THAT APPEARS ON THE EOS 0 TO 40% REPORT, THE FOLLOWING ISSUES SHOULD BE CONSIDERED: WHY IS THE AUTHORIZATION BEING UNDER-UTILIZED? HAS THERE BEEN A CHANGE IN WORK SCHEDULE OR EMPLOYMENT? IF THE ANSWER IS NO, THE SITUATION IS PROBABLY TEMPORARY AND THERE MAY NOT BE AN OVERPAYMENT. HAS THE WORK SCHEDULE CHANGED OR THE EMPLOYMENT ENDED? WAS THE CHANGE REPORTED TIMELY? IF THE ANSWER IS YES, THERE MAY NOT BE AN OVERPAYMENT. IF THE ANSWER IS NO, THERE IS A GREATER LIKELIHOOD THAT AN OVERPAYMENT EXISTS AND FURTHER INVESTIGATION IS NECESSARY. CHANGES IN WORK SCHEDULE, CHANGE FROM FULL TIME TO PART TIME, CHANGE IN THE NUMBER OF HOURS WORKED, CHANGE IN HOURLY RATE, ALL NEED TO BE REPORTED WITHIN 10 DAYS OF THE CHANGE. IF NOT REPORTED TIMELY, THERE IS A GREATER POSSIBILITY THAT AN OVERPAYMENT EXISTS.

09 28 02 **** ADDITIONAL WORKER ID FIELDS ****

EFFECTIVE MONDAY, SEPTEMBER 30, THREE WORK PROGRAM SCREENS HAVE BEEN MODIFIED TO INCLUDE WORKER ID'S FOR THE NON-ELIGIBILITY (NE) WORK PROGRAMS - CHILDREN FIRST, WELFARE TO WORK, AND WORKFORCE ATTACHMENT AND ADVANCEMENT. WPWC WILL NOW STORE THE WORKER IDS OF THESE THREE PROGRAMS, PLUS WORKER IDS FOR CASE MANAGER, FEP AND ES WORKER. WPWT WILL ALSO STORE THE ID FOR WT WORKER AND WPWA WILL ALSO STORE THE ID FOR WAA WORKER. SINCE CF DOES NOT HAVE A PROGRAM SPECIFIC SCREEN, LIKE WPWT OR WPWA, THE CF WORKER FIELD CAN ONLY BE ENTERED ON WPWC. TO UPDATE AND/OR MODIFY THE NEW NE WORKER ID FIELDS, THE WP INDIVIDUAL MUST BE OPEN (REFERRED, SCHEDULED OR ENROLLED) IN THE RESPECTIVE NE PROGRAM.

10 02 02 **** BI-WEEKLY FOOD STAMP QC TIP ****

ACCORDING TO OPS MEMO 02-32, CARES WILL AUTOMATICALLY ASSIGN CATEGORICAL ELIGIBILITY FOR FS CASES WHERE AT LEAST ONE MEMBER IS ELIGIBLE FOR CC, W2 PAYMENT OR NON-PAYMENT, RECEIVING A W2 PAYMENT, AND A KINSHIP CARE RECIPIENT ACCORDING TO ANBC. THE TANF SWITCH ON ANBC SHOULD NOT REFLECT A "YES" UNDER THESE SITUATIONS AS CARES AUTOMATICALLY WILL ASSIGN CATEGORICAL ELIGIBILITY. CARES REQUIRES THE TANF SWITCH ON ANBC TO ASSIGN CATEGORICAL ELIGIBILITY FOR CASES RECEIVING TRIBAL TANF, WAA, JAL, CHILDREN FIRST AND WTW AND W2 PAYMENTS IN THE MONTH FOLLOWING CLOSURE. SEE FSHB 1.03.01, OPS MEMO 02-32 AND PF1 SCREEN HELP KEY ON SCREEN ANBC.

10 07 02 **** NEW SCREENS IN THE DRIVER FLOW ****

STARTING TODAY THERE ARE TWO SCREENS WHICH HAVE BEEN ADDED TO THE DRIVER FLOW. THEY ARE:

DXAU - UNEMPLOYMENT COMPENSATION QUERY. THIS SCREEN WILL DISPLAY BEFORE AWUQ, THE UNEARNED INCOME QUESTION SCREEN DURING INTAKE AND REVIEW. IT FUNCTIONS IN THE SAME WAY AS DXAW.

BIET - EBT CARDHOLDERS. THIS SCREEN WILL DISPLAY ON A RE-REQUEST FOR FS WHEN THE PRIMARY PERSON, AND/OR AN ALTERNATE BUYER AND/OR AN ALTERNATE PAYEE HAS PREVIOUSLY HAD AN EBT CARD. IT WILL DISPLAY JUST BEFORE ACPQ, WHICH IS THE FINAL DISPLAY OF THE BUYER/PAYEE QUESTIONS.

10 08 02 ***** CARES REVIEW DATES *****

THE PROBLEMS WITH CARES REVIEW DATES BEING INCORRECTLY SET FOR 7 AND 13 MONTHS, ARE STILL OCCURRING. THIS IS A HIGH PRIORITY ISSUE FOR RESOLUTION AT THE STATE LEVEL. UNTIL THIS CAN BE RESOLVED, WHEN COMPLETING A RE-CERTIFICATION/REVIEW, CHECK THE REVIEW DATE ON AGOR TO ENSURE THAT AN ACCURATE CERTIFICATION PERIOD IS APPLIED. REMEMBER THAT THE CORRECT REVIEW PERIOD IS THE MONTH IN WHICH THE CURRENT CERTIFICATION PERIOD IS ENDING, PLUS 6 MONTHS OR 12 MONTHS. EXAMPLE: REVIEW DUE 10/31/02. PLUS 6, WOULD BE 04/30/03, OR 12 WOULD BE 10/31/03. THIS IS ESPECIALLY IMPORTANT WHEN A CASE GETS PULLED FOR QC. IF THE CASE IS OUTSIDE THE 6 OR 12 MONTH CERTIFICATION PERIOD, DIFFERENT INCOME REPORTING REQUIREMENTS ARE IMPLEMENTED, WHICH CONTINUES TO BE VERY ERROR PRONE AS FOUND BY QC STAFF. AS WE HAD PREVIOUSLY DONE, REPORTS WILL BE SENT TO AGENCY COORDINATORS LISTING CASES AS POTENTIALLY OUT OF THE CORRECT CERTIFICATION PERIOD, BY THE END OF THIS WEEK.

10 08 02 ***** BIET PROBLEM *****

BIET WAS ADDED TO THE DRIVER FLOW FOR THOSE CASES RE-REQUESTING FS AND IN WHICH SOMEONE PREVIOUSLY HAD AN EBT CARD. IN SOME CASES, IT IS GETTING SCHEDULED WHEN NO ONE IN THE CASE HAS HAD AN EBT CARD. THE WORKER GETS STUCK ON A BI MENU SCREEN WITH A MESSAGE THAT THERE IS NOT A MATCHING DATABASE RECORD. WE ARE WORKING ON A FIX FOR THIS ERROR. UNTIL IT IS FIXED, PLEASE CALL THE CARES CALL CENTER TO HAVE THEM MOVE YOU ALONG.

10 09 02 ***** SENIORCARE UPDATE - MIXED CASES *****

SOME SENIORCARE CASES REQUIRE CAPO STAFF TO USE THE ACMA SCREEN TO GET SC NOTICES AND ID CARDS TO A SC-SPECIFIC ADDRESS. FOR MOST MIXED CASES WITH ADDRESS PROBLEMS, CAPO AND LOCAL AGENCY STAFF HAVE BEEN ABLE TO COORDINATE ACMA ENTRY SO THAT THIS COULD OCCUR. HOWEVER, IN A FEW CASES, THE LOCAL AGENCY HAS EITHER NOT RETURNED CAPO PHONE CALLS OR REFUSED TO TAKE ACTION. THEREFORE FOR THIS LIMITED NUMBER OF MEDICAID ONLY 'MIXED' CASES, CAPO WORKERS WILL BE ENTERING ADDRESSES ON ACMA ON WEDNESDAY, 10/9/02 AND DELETING THEM ON FRI, 10/11/02. A LIST OF THE AFFECTED CASES AND ADDITIONAL EXPLANATIONS WILL BE SENT ELECTRONICALLY TO CARES/POLICY COORDINATORS IN EVERY COUNTY AND TRIBE ON WEDS, 10/9/02. IF LOCAL IM AGENCY STAFF HAVE CONCERNS, PLEASE DIRECT THEM THROUGH YOUR CARES/POLICY COORDINATORS TO ANN MARIE OTT, OTTA@DHFS.STATE.WI.US. THE ABILITY TO CAPTURE A SC-SPECIFIC ADDRESS IS BEING PLANNED IN THE NEAR FUTURE TO HELP RELIEVE THE NEED FOR SUCH TIGHT COORDINATION OF SHARED CASES.

10 09 02 ***** TRAINING REGISTRATION UNAVAILABLE *****

THE BPS TRAINING SECTION REGISTRATION CENTER AND TELEPHONE REGISTRATION FUNCTIONS WILL BE UNAVAILABLE ON THURSDAY, OCTOBER 10 DUE TO PRODUCT UPGRADES. WE EXPECT TO BE BACK ONLINE FRIDAY, OCTOBER 11. PLEASE CONTACT THE REGISTRATION STAFF AT (920) 424-1071 WITH ANY QUESTIONS.

10 11 02 ***** SOLQ QUERY *****

THE SOLQ QUERY WILL NOT BE AVAILABLE ON MONDAY, OCTOBER 14, 2002. IN ADDITION, THERE WILL NOT BE A WTPY RESPONSE ON TUESDAY MORNING, OCTOBER 15. THIS IS DUE TO THE FEDS USING THE LONG WEEKEND (COLUMBUS DAY), TO DO SYSTEM MAINTENANCE. THE WEDNESDAY WTPY PROCESS WILL CONTAIN TWO DAYS RESPONSES.

10 15 02 ***** FSET MANUAL RELEASE *****

THIS IS TO INFORM ALL USERS THAT THE FSET MANUAL HAS BEEN REVISED AND CAN BE ACCESSED STARTING 10/21/02 ON THE WEB AT THE FOLLOWING ADDRESS:

[HTTP://WWW.DWD.STATE.WI.US/DWS/MANUALS/FSET/TOC.PDF](http://www.dwd.state.wi.us/dws/manuals/fset/toc.pdf) .

ALL THE CHANGES IN THE MANUAL ARE EFFECTIVE 10/01/02. THE RELEASE IDENTIFIES THE CHANGES THE 2002 FARM BILL INTRODUCED AND INCLUDE THE FOLLOWING: THE \$25 TRANSPORTATION WORK-RELATED EXPENSE LIMIT IS LIFTED AND AGENCIES CAN NOW USE ACTUAL COSTS TO REIMBURSE PARTICIPANTS EXPENSES. THERE IS NO LIMIT TO THE LENGTH OF MONTHS FOR TRANSPORTATION ASSISTANCE REIMBURSEMENT AS LONG AS THE FSET PARTICIPANT IS IN APPROVED FSET ACTIVITIES AND THE ASSISTANCE IS NECESSARY FOR THE COMPLETION OF THE ASSIGNED ACTIVITIES. AS LONG AS FSET FUNDING IS USED FOR REIMBURSEMENT OF FSET TRANSPORTATION COSTS, THE TANF CLOCK WILL NOT TICK. ABAWDS SUBJECT TO TIME-LIMITS MUST REPORT ANY CHANGES IN WORK HOURS THAT BRING THE INDIVIDUAL BELOW 20 HOURS PER WEEK, AVERAGED MONTHLY 80 HOURS (APPLIES AFTER THE EXPIRATION OF THE EXISTING WAIVER). THERE IS NO LIMIT ON HOW MANY TIMES AN INDIVIDUAL MAY REGAIN ELIGIBILITY AND SUBSEQUENTLY MAINTAIN ELIGIBILITY BY MEETING THE WORK REQUIREMENT. THE REQUIREMENT THAT 80% OF THE 100% FEDERAL FUNDING ALLOCATION BE USED FOR ABAWDS IS LIFTED. AGENCIES CAN NOW USE THEIR ALLOCATIONS FOR ALL FSET PARTICIPANT GROUPS.

10 16 02 ***** PAYMENT ACCURACY FOOD STAMP BIWEEKLY TIP *****

AS A REMINDER TO SUPERVISORS AND/OR LEAD STAFF, BE SURE TO CHECK THE EOS "MASS CHANGE EXCEPTION LISTING" AFTER ADVERSE ACTION AND TAKE APPROPRIATE ACTION ON ALL CASES INCLUDING ANY CASES THAT WERE DUE FOR REVIEW AND DID NOT CLOSE. IF A REVIEW IS COMPLETED ON THESE CASES AFTER ADVERSE ACTION CHECK AGOR TO ENSURE THE CORRECT 6 OR 12 MONTH CERTIFICATION PERIOD WAS SET.

10 17 02 ***** BIET FIXES *****

A FIX HAS BEEN DONE TO STOP THE FATAL WHICH WAS OCCURRING ON BIET WHEN QUERYING BIET. ALSO, YOU SHOULD NO LONGER GET STUCK ON BIET IN THE DRIVER FLOW WHEN THERE IS NO PREVIOUS RECORD. IF YOU HAVE BEEN STUCK AND DID NOT CALL THE CARES CALL CENTER TO GET MOVED ALONG, PLEASE RETRY THE CASE.

10 17 02 ***** BIET NOT FIXED *****

BECAUSE OF THE FATALS THIS MORNING, THE FIXES TO BIET WERE BACKED OUT OF THE SYSTEM. THIS MORNING'S FATALS ARE NO LONGER OCCURRING. THE FATALS ON BIET AND THE GETTING STUCK WILL STILL OCCUR. THESE PROBLEMS SHOULD BE FIXED TONIGHT.

10 22 02 ***** AIWE FIXES *****

EFFECTIVE 10/21/2002, AIWE WILL NOT ACCEPT 24 MONTH EXTENSION CLOCK TYPES (CSJ, W2T OR TJB) WHEN THE 60 MONTH CLOCK USED IS AT 60 MONTHS OR GREATER. A 60 MONTH EXTENSION CLOCK TYPE (60MO) MUST BE ENTERED. IF THE 60 MONTH CLOCK USED IS LESS THAN 60 MONTHS, A 24 MONTH EXTENSION CLOCK TYPE APPROVAL MAY BE ENTERED IF THE EXTENSION LENGTH WILL NOT GO PAST THE 60TH MONTH. IF YOU RECEIVE THE ERROR MESSAGE, "60 MONTH CLOCK WILL EXPIRE SOON. REENTER APPROPRIATE EXTN TYPE AND LENGTH", EITHER SHORTEN THE EXTENSION LENGTH AS NEEDED OR ENTER A 60MO EXTENSION CLOCK TYPE.

10 24 02 ***** BI-WEEKLY CC PROGRAM REMINDER *****

IF A FAMILY LOSES ELIGIBILITY FOR CHILD CARE, BUT REMAINS IN AN APPROVED ACTIVITY, THE AG KEEPS ELIGIBILITY THROUGH THE END OF THE MONTH OF ELIGIBILITY. CCPS WILL END AUTHORIZATIONS AUTOMATICALLY IF THE CHILD CARE CASE IS CLOSING AT ADVERSE ACTION IN THE LAST MONTH OF ELIGIBILITY. IF THE AG IS NO LONGER ENGAGED IN THE APPROVED ACTIVITY, END THE AUTHORIZATION WITH A 10-DAY NOTICE.

10 26 02 ***** CLIENT SCHEDULING FIXES *****

AN EARLIER DXBM HAD REPORTED THAT THE PF13 LINKAGE BETWEEN WPRL AND CSAS WAS NOT WORKING PROPERLY. EFFECTIVE TODAY, MONDAY, OCTOBER 28, THE PROBLEM HAS BEEN CORRECTED. WHEN A WORKER SELECTS A ROW ON WPRL AND PRESSES PF13, THE WORKER IS NOW DRIVEN TO CSAS, WHERE THE PIN OF THE INDIVIDUAL IS PRE-LOADED.

ANOTHER ISSUE RELATED TO CSAS HAS ALSO BEEN ADDRESSED EFFECTIVE TODAY. THREE ACTIVITY TYPE CODES (FH, VS, AND CS) DON'T REQUIRE AN RFA, CASE OR PIN WHEN SCHEDULING THE APPT. ON CSAS. WHEN CSAS WAS ACCESSED IN DELETE MODE AND AN ATTEMPT WAS MADE TO DELETE THIS TYPE OF APPT., AN ABEND OCCURRED. THIS ABEND WILL NO LONGER OCCUR WHEN DELETING ONE OF THESE ACT. CODES FROM CSAS.

10 26 02 ***** 10/28/02 FIXES FOR CARES *****

- CHANGES TO ALERT 289. ALERT 289 WILL BE LESS FREQUENT. THIS ALERT WILL ONLY BE GENERATED WHEN THE NEW INSURANCE INFORMATION COULD EFFECT ELIGIBILITY BECAUSE THE INDIVIDUAL IS OPEN IN BADGERCARE. ALTHOUGH UNNEEDED 289 ALERTS WILL BE GREATLY DIMINISHED, ONE MAY STILL OCCUR WHEN NEW MAJOR MEDICAL INSURANCE IS ADDED AND THE INDIVIDUAL(S) ON THE CASE WERE ALREADY INELIGIBLE FOR BC BECAUSE OF MAJOR MEDICAL ON ANOTHER POLICY.

- QMB AND SLMB PROCESSING AT EDS - SOMETIMES WHEN A MEDICARE PREMIUM ASSISTANCE (MPA) SUBPROGRAM, I.E. QMB OR SLMB, AND MEDICAID HAVE BEEN OPEN ON A CASE (MPA AND MA DO NOT HAVE TO BE OPEN TOGETHER), THE FOLLOWING PROBLEMS HAVE OCCURRED AT EDS, EVEN THOUGH CARES ELIGIBILITY LOOKS CORRECT. MEDICAID OPENS INCORRECTLY AT EDS MPA DOESN'T OPEN AT EDS WHEN IT SHOULD MPA CLOSES INCORRECTLY AT EDS AS OF OCTOBER 28TH, THE INTERFACE HAS BEEN FIXED SO THAT IN THESE SITUATIONS MPA AND MEDICAID WILL BE UPDATED CORRECTLY ON MMIS.

- 272 PROBLEM FIXED. EFFECTIVE 10/28 THE PROBLEM KNOWN AS THE "272 PROBLEM" WILL BE FIXED. WORKERS WILL BE ABLE TO DO REVIEWS ON MA DEDUCTIBLE CASES AFTER ADVERSE ACTION AND STILL BE ABLE TO SET UP THE NEXT DEDUCTIBLE PERIOD CORRECTLY. WORKERS WILL ALSO BE ABLE TO DO REVIEWS ON OTHER CASES CLOSED FOR 272 AND ELIGIBILITY WILL BE DETERMINED FOR THE MONTH WITH THE 272 CLOSURE.

- CTS ADDED TO CASE DIRECTORY. CTS CASE INFORMATION WILL BE INCLUDED IN THE CASE DIRECTORY AND CASE DIRECTORY SUMMARY REPORTS (C717, C718, C737 AND C738) BEGINNING WITH THE REPORTS THAT WILL BE VIEWABLE ON EOS ON OCTOBER 28, 2002. PLEASE CONTACT THE CARES CALL CENTER IF YOU HAVE QUESTIONS ABOUT THESE REPORTS.

10 29 02 ***** STANDARD UTILITY ALLOWANCE *****

EFFECTIVE 10/1/02, THE STANDARD UTILITY ALLOWANCES CHANGED FOR MEDICAID AND FC NON-MEDICAID. THIS CHANGE ALSO APPLIES TO FOOD STAMPS AND CAN BE VIEWED IN OPERATIONS MEMO 02-54. THE HEAT AND UTILITIES ALLOWANCE HAS INCREASED FROM \$203 TO \$211. THE UTILITIES ONLY ALLOWANCE HAS INCREASED FROM \$117 TO \$125. THE TELEPHONE ALLOWANCE HAS DECREASED FROM \$27 TO \$25. THE MAXIMUM FOOD STAMP ALLOTMENT FOR ONE PERSON (MAHB WKST 12) HAS INCREASED FROM \$135 TO \$139. THIS INFORMATION WILL BE INCORPORATED IN THE JANUARY 2003 RELEASE OF THE MEDICAID HANDBOOK (23.6.0 AND WORKSHEET 12).

10 30 02 ***** FS PAYMENT ACCURACY BIWEEKLY TIP *****

DO YOU HAVE CUSTOMERS WHO CONTINUALLY FAIL TO REPORT CHANGES? TAKE THE TIME TO MAKE A REFERRAL TO ESTABLISH A CLAIM AND RECOVER THE OVERPAYMENT ON UNREPORTED CHANGES. THE RECOUPMENT MAY SERVE AS A REMINDER TO THE CUSTOMER THAT CHANGES MUST BE REPORTED. OVER TIME THIS CAN SAVE THE AGENCY TIME AND REDUCE LOCAL ERROR RATES.

10 31 02 ***** DXQU QUERIES *****

WHEN DOING UNEMPLOYMENT COMPENSATION QUERIES, WORKERS SHOULD REMEMBER THAT ADDITIONAL INFORMATION MAY BE AVAILABLE WHICH DOES NOT DISPLAY WHEN THE DXQU SCREEN FIRST APPEARS. BY PRESSING THE PF19 KEY, HISTORY RECORDS THAT MAY BE AVAILABLE FROM THE INACTIVE DATABASE CAN BE RETRIEVED.

11 01 02 ***** EDBC FATAL FIXED *****

CHANGES TO CARES (CORRECTIONS OF ANOTHER FATAL) THAT WERE IMPLEMENTED ON 10/25/02 INADVERTENTLY INCREASED THE 91200-CALL-NONFIN-MOD, EDBC FATALS (THIS CAN BE SEEN IN THE "PERFORMING PARAGRAPH" SECTION OF THE FATAL SCREEN.) ON 10/30/02, WE REMOVED THE LOGIC THAT CAUSED THE INCREASE IN THIS FATAL. IF YOU HAD A CASE THAT WAS FATALING WITH THIS REASON, PLEASE RE-RUN SFED/X NOW AS IT SHOULD NO LONGER FATAL. WORKERS SHOULD SEE A DECREASE IN THE 91200-CALL-NONFIN-MOD, EDBC. IF THE FATAL IS STILL OCCURRING AFTER TODAY, PLEASE FOLLOW THE NORMAL PROCEDURE FOR REPORTING FATALS TO THE CALL CENTER.

11 01 02 ***** W-2 CHECK STYLE CHANGE BEGINS NOV. 1 *****

REQUESTS FOR W-2 CHECKS THROUGH CARES, STARTING FRIDAY, NOVEMBER 1, WILL BE PRINTED ON A NEW CHECK STOCK. THE NEW CHECK IS A FULL SHEET OF PAPER, 8 1/2" BY 11". THE TOP 2/3 OF THE SHEET IS THE CHECK STUB AND THE BOTTOM 1/3 IS THE CHECK. THE BACKGROUND COLOR OF THE NEW CHECK STOCK IS BLUE WITH THE CLIENT'S NAME AND ADDRESS IN THE LEFT-HAND BOTTOM PORTION OF THE CHECK. MORE INFORMATION ON THE CHANGE CAN BE FOUND IN OPERATION MEMO 02-61 "W-2 CHECK STYLE CHANGE."

11 02 02 ***** DXBE AND DXUI QUERY *****

A FIX MOVED TO PRODUCTION ON 11-1-02 THAT ALLOWS ALL WORKERS ASSOCIATED WITH A PARTICULAR CASELOAD TO QUERY THE DXBE AND DXUI SCREENS FOR CASES IN THAT CASELOAD. PREVIOUSLY, CERTAIN STAFF WITH SECURITY LEVELS HIGHER THAN 25, WERE NOT ABLE TO QUERY THESE SCREENS FOR CASES IN THEIR OWN OR THEIR WORKER'S CASELOADS.

11 02 02 ***** ADDRESS AUTOMATION DID NOT MOVE *****

ADDRESS AUTOMATION DID NOT MOVE OVER THIS WEEKEND DUE TO TECHNICAL PROBLEMS. THE MOVE WILL PROBABLY OCCUR NEXT WEEKEND.

AN EXCEPTION HAS BEEN FOUND IN 'COUNTY ROAD' INSTRUCTIONS. IT HAS BEEN FOUND THAT SOME COUNTIES USE 'COUNTY HIGHWAY' INSTEAD OF 'COUNTY ROAD'. WE KNOW THAT ADAM, DOOR, MARATHON AND BROWN USE 'COUNTY HIGHWAY' THERE MAY BE OTHERS.

11 05 02 **** TRAINING WEB SITE CHANGES ****

THE BPS TRAINING SECTION'S WEB RESOURCES SITES HAVE BEEN UPDATED FOR NOVEMBER 2002. CHECK IT OUT AT [HTTP://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC](http://www.dwd.state.wi.us/destrain/trainsec) IN ADDITION, THE TRAINING SECTION IS PLEASED TO ANNOUNCE THAT THE SUPERVISORY CENTRAL WEB SITE HAS BEEN REMODELED. A BIG THANKS GOES OUT TO THE ADVISORY GROUP FOR THEIR HELP IN DESIGNING THIS NEW LOOK. CHECK IT OUT AND TELL US WHAT YOU THINK!

11 08 02 **** BI-WEEKLY CC PROGRAM REMINDER ****

FACT FINDING CLARIFICATION: A REQUEST FOR A FACT FINDING REVIEW CAN BE MADE TO A CHILD CARE WORKER (ONE WHO DOES THE AUTH AND ISSUANCE) WITHIN A COUNTY OFFICE OR TO A FEP (WHO DETERMINES ELIGIBILITY) WITHIN A W2 AGENCY. THE W2 AGENCY IS RESPONSIBLE FOR CONDUCTING THE FACT FINDING REVIEW AND MUST NOTIFY THE COUNTY AGENCY WHEN A FACT-FINDING SESSION IS SCHEDULED SO THEY CAN BE PRESENT FOR TESTIMONY SHOULD THE ACTION IN QUESTION HAVE TO DO WITH ACTION TAKEN BY THE COUNTY. THERE HAVE BEEN PROBLEMS WITH THE FACT-FINDING DECISIONS BEING OVERRULED BECAUSE THE COUNTY WORKER DID NOT APPEAR. THE W2 AGENCY MUST COMMUNICATE WITH THE COUNTY AGENCY IN THESE SITUATIONS.

11 09 02 **** CHECKS FROM W-2 DELAYED CYCLE WERE OLD STYLE ****

THE OLD STYLE YELLOW CHECK STOCK WAS USED FOR THE NOV. 6TH DELAYED CYCLE CHECKS. THESE WERE MAILED FRIDAY NOV 8TH. THIS SHOULD BE THE LAST OF THE YELLOW CHECK STOCK THAT IS USED FOR W-2 CHECKS. ALL CHECKS GENERATED FROM CARES FROM NOW ON SHOULD BE THE NEW STYLE, WHICH HAS A BLUE COLORED BACKGROUND. SEE OPS MEMO 02-61 FOR MORE DETAILS ON THE NEW STYLE CHECK.

11 11 02 **** ADDRESS AUTOMATION ****

ADDRESS AUTOMATION WAS IMPLEMENTED OVER THE WEEKEND. OPS-MEMO 02-62 AND THE ATTACHED 'HOW TO' DESCRIBE THE PROCESS AND OFFER FIXES FOR UNCONFIRMED ADDRESSES. THE REPORT OF CHANGED/VERIFIED AND UNVERIFIED ADDRESSES WILL BE SENT TO THE AGENCIES TODAY.

11 12 02 **** SWICA DISCREPANCIES ****

IN THE 10/28/02 SWICA MATCH, THERE WERE MORE DISCREPANCIES CREATED THAN USUAL. THIS IS DUE TO THE FACT THAT MA ONLY AND SENIOR CARE INDIVIDUALS WERE ADDED TO THE PROCESS. THE TOLERANCE AMOUNT FOR SWICA IS \$1,000 PER CASE, MEANING THAT INCOMES FROM ALL CASE MEMBERS ARE ADDED AND COMPARED TO ALL AMOUNTS PROVIDED BY THE DUI WAGE RECORDS FOR THOSE MEMBERS. PLEASE REMEMBER TO PF8 ON DXDW TO DISPLAY ALL EMPLOYMENT RECORDS FOR EACH INDIVIDUAL. THE AFEI TOTALS FOR ALL CASE MEMBERS MUST BE ADDED TOGETHER FOR COMPARISON TO ALL THE DXDW AMOUNTS.

11 13 02 **** PAYMENT ACCURACY FOOD STAMP BI-WEEKLY TIP ****

ALLOW FS GROUPS SHARING BOTH UTILITY EXPENSES AND A RESIDENCE THE FULL UTILITY STANDARD. UTILITY STANDARDS ARE NO LONGER PRORATED. IT DOESN'T MATTER WHICH GROUP RECEIVES THE BILL. IT ALSO DOESN'T MATTER IF THE SHARED UTILITIES AND RESIDENCE ARE WITH ANOTHER FS GROUP OR WITH A NON-ELIGIBLE MEMBERS. YOU MUST RECEIVE VERIFICATION OF THE EXPENSE AMOUNT (22.03.04 <../APPENDIX/22 00 00/22 03 04.HTML>), IDENTIFY CONTRIBUTORS, AND ENTER EACH ONE SEPARATELY IN CARES. IF AT LEAST ONE FS AG MEMBER IS OBLIGATED TO PAY FOR OR ACTUALLY PAYS FOR A UTILITY BILL, THE FS AG WILL RECEIVE THE FULL UTILITY STANDARD (16.08.00 <../APPENDIX/16 00 00/16 08 00.HTML> AND 18.03.00 <../APPENDIX/18 00 00/18 03 00.HTML>). SEE APPENDIX 16.08.08.01 AND OPS MEMO 02-54 FOR CLARIFICATIONS.

11 13 02 **** SECURITY MANUAL RELEASE ****

THE SECURITY MANUAL RELEASE 02-01 IS NOW AVAILABLE ONLINE AND IT HAS A NEW URL:

THE PARTNER LOCATION IS (EXTRANET)

[HTTP://WORKWEB.DWD.STATE.WI.US/DWS/MANUALS/SECURITYMANUAL.HTM](http://workweb.dwd.state.wi.us/dws/manuals/securitymanual.htm)

THE STAFF LOCATION IS (INTRANET)

[HTTP://DWDWORKWEB/DWS/MANUALS/SECURITYMANUAL.HTM](http://dwdworkweb/dws/manuals/securitymanual.htm)

THE FOLLOWING HAVE BEEN REVISED:

COVER; TABLE OF CONTENTS; SUMMARY OF CHANGES; CHAPTERS 01-07; APPENDIXES 01, 04, 05, AND 08; GLOSSARY

11 14 02 **** ADDRESS AUTOMATION AND PO BOX ADDRESSES ****

DURING THE AA CONVERSION, THE BATCH PROGRAM DROPPED THE 'PO BOX' PART OF THE ADDRESS, LEAVING ONLY THE NUMBER ON ABOUT 1500 CASES. ALMOST ALL OF THESE NOTICES PRINTED WITH JUST THE NUMBER ARE DELIVERABLE. THOSE THAT AREN'T WILL BE RETURNED TO THE AGENCY. THIS WAS FIXED LAST NIGHT BY PUTTING THE WORDING IN THE NUMBER FIELD. THIS WILL NOW PRINT OUT CORRECTLY AS 'PO BOX 999'.

ANOTHER PROBLEM, ALSO WITH PO BOXES HAS BEEN FOUND. THE FINALIST PROGRAM IS RETURNING THE NUMBER IN THE NUMBER FIELD, WHICH IS NOT CORRECT AND WILL NOT BE MAILED BY THE STATE MAIL ROOM. IF THE REST OF THE ADDRESS IS CORRECT, THE ZIP +4 IS ADDED. UNTIL FURTHER NOTICE, ADD THE +4 TO THE ZIP AND OVERRIDE (PF16). WE ARE WORKING ON A FIX FOR THIS AND WILL UPDATE YOU WHEN IT IS COMPLETED.

11 14 02 **** EBT FILE PROBLEMS ****

CARES SENT A SPECIAL DEMOGRAPHIC FILE TO CITICORP THIS PAST WEEKEND BECAUSE OF THE MOVE OF ADDRESS AUTOMATION TO CARES PRODUCTION. THERE WERE COMPLICATIONS PROCESSING THIS LARGE FILE AND IT WAS NOT PROCESSED UNTIL TUESDAY NIGHT, NOVEMBER 12TH. THIS CAUSED A DELAY IN THE PROCESSING OF TUESDAY'S 3RD EMERGENCY FILE, THE DAILY DEMOGRAPHIC FILE AND THE DAILY BENEFIT FILE. AS OF 11:30 A.M. TODAY, ALL FILES HAVE BEEN SENT AND PROCESSED BY CITICORP. ALL BENEFITS CONFIRMED BY CARES ON TUESDAY HAVE BEEN POSTED TO THE EBT ACCOUNTS. ADDRESS CHANGES MADE ON MONDAY AND TUESDAY WERE NOT REFLECTED ON THE CITICORP SYSTEM UNTIL THIS MORNING WHEN FILE PROCESSING WAS COMPLETED.

QUEST CARDS ORDERED ON MONDAY, TUESDAY, AND WEDNESDAY WERE ALSO DELAYED. THEY WILL BE PRODUCED AND MAILED ON THURSDAY, NOVEMBER 14TH.

11 15 02 **** FIELDS ADDED TO AFUI ****

EFFECTIVE 11/15/02 NEW FIELDS WILL BE AVAILABLE ON SCREEN AFUI TO GATHER INFORMATION ABOUT SSI-E EXPENSES AND UNEARNED INCOME AVAILABILITY. THESE FIELDS WILL ALLOW WORKER ENTRY, BUT WILL NOT AFFECT INCOME BUDGETING UNTIL JANUARY 03, 2003. PLEASE REFER TO OPS MEMO 02-63. REPORTS IDENTIFYING ALL SSI-E RECIPIENTS IN OPEN ASSISTANCE GROUPS WILL BE SENT TO THE CARES/POLICY COORDINATORS IN EACH LOCAL AGENCY.

11 16 02 ***** ADDRESS AUTOMATION FIXES *****

ADDRESSES THAT HAD SOMETHING IN THE APT FIELD TO DENOTE UPPER, LOWER, BASEMENT, ETC LOST THAT DESIGNATION IN THE CONVERSION. WE HAVE IDENTIFIED THESE CASES AND HAVE PUT THE DESIGNATION IN THE SECOND LINE OF THE ADDRESS. THIS IS WHERE SUCH DESIGNATIONS, AND OTHER AIDS TO DELIVERY, SHOULD BE ENTERED. DO NOT ENTER THEM IN THE APT FIELD.

ADDRESSES WITH A LETTER IN THE NUMBER FIELD, SUCH AS 2226A, MUST HAVE THE LETTER PUT IN THE APT FIELD. SEE PAGE 3 OF THE 'HOW TO' DOCUMENT ATTACHED TO OPS-MEMO 02-62.

SOME ADDRESSES HAVE A FRACTION IN THE NUMBER (E. G. 225 ½). IF THE ONLY ERROR MESSAGE IS BR9-CHECK STREET RANGE, ADD THE +4 TO THE ORIGINAL ADDRESS AND OVERRIDE(PF16).

ADDRESSES WITH N, E, S, AND W AS THE COUNTY ROAD WERE VERIFIED AS SHOWN IN THE FINAL ADDR OF THE FIRST EXAMPLE ON PAGE SIX OF THE 'HOW TO'. THESE ADDRESSES ARE DELIVERABLE BUT NOT BAR CODEABLE. THEY SHOULD BE CORRECTED AS DIRECTED IN THE 'HOW TO' AS SOON AS POSSIBLE.

11 20 02 **** BI-WEEKLY CC PROGRAM REMINDER ****

THE CHILD CARE COPAY SCHEDULE IS USED TO DETERMINE WHETHER A FAMILY MAY BE FINANCIALLY ELIGIBLE FOR ASSISTANCE BASED ON THEIR MONTHLY GROSS INCOME AND FAMILY SIZE AND TO SHOW THE APPROXIMATE COPAY A FAMILY MAY BE RESPONSIBLE FOR PAYING TO A DAYCARE PROVIDER. THIS AMOUNT OF "COPAY" MAY NOT BE ALL THE FAMILY IS RESPONSIBLE TO PAY. SHOULD THE PROVIDER CHARGE MORE THAN THE COUNTY MAXIMUM, THE FAMILY IS RESPONSIBLE FOR THE DIFFERENCE BETWEEN WHAT THE BENEFIT AMOUNT IS AND WHAT THE PROVIDER CHARGES FOR CARE.

11 21 02 **** CHILD CARE MANUAL ON THE WEB ****

THE ENTIRE CHILD CARE MANUAL IS NOW POSTED ON THE OFFICE OF CHILD CARE WEB PAGE AT [HTTP://WWW.DWD.STATE.WI.US/DWS/PROGRAMS/CHILDCARE/WISHARES/MANUAL.HTM](http://www.dwd.state.wi.us/dws/programs/childcare/wishares/manual.htm) . PLEASE NOTE THAT CHAPTERS 2 AND 3 ARE REVISED. A PAPER COPY SHOULD REACH THE LOCAL AGENCIES IN 4-6 WEEKS.

11 26 02 ***** CTS OVERRIDES *****

A LIST OF CTS CASES THAT NEED TO HAVE CTS OPEN USING THE AIOE/AGOE OVERRIDE FUNCTION WAS SENT TO WORKERS LAST WEEK. IF YOU ARE PROCESSING CTS USING THE OVERRIDE FUNCTION FOR JANUARY, REMEMBER TO ENTER THE CTS AMOUNT ON AFUI AS OTFS. SINCE THE CTS IS BEING PROCESSED USING AN OVERRIDE, THE CTS PAYMENT WILL NOT BE BUDGETED FOR FOOD STAMPS IN THE CARES ELIGIBILITY DETERMINATION. THE CTS INCOME SHOULD ONLY BE BUDGETED USING THIS WORKAROUND FOR THE MONTHS CTS ELIGIBILITY IS BEING DETERMINED USING THE OVERRIDE FUNCTION.

11 27 02 **** BIWEEKLY FS PAYMENT ACCURACY TIP ****

REQUESTS FOR VERIFICATION MUST BE MADE IN WRITING. VERBAL REQUESTS ARE NOT ACCEPTABLE AND WILL NOT STAND UP IN A FAIR HEARING. WORKERS ARE REQUIRED TO GIVE THE CUSTOMER NOTICE REGARDING REQUIRED VERIFICATION, WHEN IT IS DUE TO THE AGENCY, AND THE CONSEQUENCES OF NOT VERIFYING TIMELY. REMEMBER TO CHANGE SCREEN AGVC TO A "Y" FOR A NIGHTLY GENERATED NOTICE OR A 'P' FOR A LOCALLY PRINTED NOTICE. SEE FSHB APPX. 22.01.00

12 03 02 **** ANNUAL COLA ADJUSTMENT ****

IN PREPARATION FOR THE ANNUAL COLA ADJUSTMENT, WE HAVE MADE CHANGES TO THE FOLLOWING CARES REFERENCE TABLES: TMEP, TASP, TCDP AND TSQA. CARES WILL IMMEDIATELY USE THE NEW AMOUNTS WHEN DETERMINING ELIGIBILITY FOR JAN. 2003 AND AFTER. CARES WILL CONTINUE TO USE THE OLD AMOUNTS WHEN DETERMINING ELIGIBILITY FOR NOVEMBER AND DECEMBER OF 2002, AS WELL AS ANY MONTHS PRIOR. AN OPS MEMO WILL FOLLOW.

12 04 02 **** W-2 POLICY REMINDER ****

W-2 MANUAL, CHAPTER 4, SECTION 4.6.2 SAYS THAT WHEN A W-2 PARTICIPANT MOVES TO ANOTHER COUNTY, THE AGENCY FROM WHICH THE PARTICIPANT IS TRANSFERRING MUST TERMINATE THE PLACEMENT AND SEND A FINAL PAYMENT FOR ACTIVITIES COMPLETED DURING THE LAST PARTICIPATION PERIOD. THE NEW AGENCY MUST TREAT THE INDIVIDUAL AS AN APPLICANT FOR PURPOSES OF W-2 SERVICES. THERE IS SOME FLEXIBILITY AS TO WHEN TO TERMINATE THE EMPLOYMENT POSITION SUCH AS THE NEEDS OF THE AGENCY, W-2 EMPLOYER/WORK TRAINING PROVIDER AND PARTICIPANT; HOWEVER, ONCE THAT DECISION IS MADE THE PLACEMENT MUST BE ENDED ON ACWI, ALL COMPONENTS AND ACTIVITIES ENDED ON WPCH AND THE PERSON MUST BE DISENROLLED FROM WORK PROGRAMS. BY TAKING THESE STEPS, THE NEW AGENCY WILL BE ABLE TO DO AN INTAKE FOR THE INDIVIDUAL.

12 05 02 **** BI-WEEKLY CC PROGRAM REMINDER ****

KEYING SCHOOL CLOSED HOURS DUE TO THE THANKSGIVING DAY HOLIDAY, YOU SHOULD SOON BE GETTING ARF'S THAT CONTAIN SCHOOL-CLOSED HOURS. THE SCHOOL CLOSED HOURS SHOULD BE KEYED AS FOLLOWS: REGULAR HOUR AUTHORIZATION: RECORD THE NUMBER OF HOURS THE CHILD IS IN CARE AS REGULAR HOURS AND THE ADDITIONAL HOURS THEY ATTEND DUE TO THE HOLIDAY AS SCHOOL CLOSED HOURS. FOR EXAMPLE: A SCHOOL-AGED CHILD IS AUTHORIZED FOR CARE OF 3 HOURS AFTER SCHOOL FIVE DAYS A WEEK. THE CHILD ATTENDED THE DAYCARE MON, TUES AND WED. (3 HRS EACH DAY) BUT SCHOOL WAS CLOSED THURSDAY AND FRIDAY. THE CHILD DID NOT ATTEND THE DAYCARE AT ALL ON THUR. BUT WAS IN CARE FOR 9 HOURS ON FRIDAY. THE PROVIDER REPORTS THE ATTENDANCE FOR THE CHILD EVERY DAY EXCEPT THURSDAY (HOLIDAY). YOU SHOULD RECORD THE ATTENDED HOURS AS 3 PER DAY (MON,TUE,WED,FRI) AS REGULAR HOURS AND THE REMAINING 6 FOR FRIDAY AS SCHOOL CLOSED HOURS. ZERO SHOULD BE ENTERED FOR THURSDAY. SINCE MOST BUSINESSES WERE CLOSED ON THANKSGIVING DAY, THERE SHOULD BE VERY FEW ENTRIES FOR THAT DAY. ZERO HOUR AUTH: THE TOTAL NUMBER OF HOURS THE CHILD ATTENDED THE DAY CARE SHOULD BE RECORDED AS SCHOOL CLOSED HOURS.

12 05 02 ***** MEDICAID BROCHURES *****

THE FOLLOWING BROCHURES SHOULD BE DISTRIBUTED TO THE APPROPRIATE MEDICAID CLIENTS:

*MEDICAID, CHILD SUPPORT, AND REPAYMENT OF BIRTH COSTS (DWSC-11777-P)

*MEDICAID, CHILD SUPPORT, AND YOU (DWSC-11778-P)

BOTH THESE BROCHURES ARE AVAILABLE IN TWO ADDITIONAL LANGUAGES, HMONG AND SPANISH. LISTED BELOW ARE THE PUBLICATION NUMBERS FOR EACH BROCHURE IN EACH LANGUAGE:

*MEDICAID, CHILD SUPPORT, AND REPAYMENT OF BIRTH COSTS - HMONG (DWSC-11777-H-P)

*MEDICAID, CHILD SUPPORT, AND REPAYMENT OF BIRTH COSTS - SPANISH (DWSC-11777-S-P)

*MEDICAID, CHILD SUPPORT, AND YOU - HMONG (DWSC-11778-S-P)

THESE PUBLICATIONS CAN BE FOUND ON THE FOLLOWING WEBSITE: [HTTP://WWW.DWD.STATE.WI.US/BCS/PUBS/PUBTITLE.HTM](http://www.dwd.state.wi.us/bcs/pubs/pubtitle.htm)

TO ORDER PAPER COPIES OF THESE BROCHURES:

MAIL TO: BARB ALBRECHT, BUREAU OF DIVISION-WIDE SERVICES, P.O. BOX 7935, MADISON, WI 53707-7935 OR FAX TO: (608) 267-3240
WHEN ORDERING THESE BROCHURES, INCLUDE THE PUBLICATION TITLE AND PUBLICATION NUMBER WITH YOUR STREET ADDRESS
(NO PO BOXES).

12 05 02 ***** "55" AND "56" OFFICE ADDRESSES REVIEWED *****

OFFICES THAT START WITH THE NUMBERS "55" OR "56" WERE REVIEWED ON CMOF. IF THERE WERE 4 LINE ADDRESSES, THEY WERE CHANGED TO 3 LINE ADDRESSES. SUITE AND FLOOR NUMBERS WERE MOVED TO THE APARTMENT NUMBER FIELD. IF THERE WERE BOTH A PO BOX AND STREET ADDRESS, AGENCIES WERE CALLED TO SEE WHICH WERE THE VALID MAILING ADDRESSES. THIS WAS DONE BECAUSE W-2 CHECKS CAN CURRENTLY ONLY HAVE A 3-LINE AGENCY RETURN ADDRESS. IF THERE ARE MORE THAN 3 LINES, THE CITY, STATE AND ZIP WILL NOT PRINT. BE AWARE THIS WILL ALSO EFFECT ADDRESSES ON NOTICES FOR THESE OFFICES. WE HOPE TO RETURN TO A 4 LINE ADDRESS IN THE FUTURE.

12 05 02 ***** PAYMENT DENIED ON W-2 CHECKS *****

GROCERY STORES, WAL-MART, K-MART, TARGET AND SAM'S CLUB HAVE BEEN DENYING THE CASHING OF W-2 CHECKS IN RECENT DAYS. THESE VENDORS USE A THIRD PARTY VERIFIER-TELECHECK. THE STATE TREASURER'S OFFICE WAS ABLE TO RESOLVE THIS ISSUE YESTERDAY WITH TELECHECK, BUT IT COULD TAKE ANOTHER 3 DAYS BEFORE THESE VENDORS WILL GET THEIR INTERNAL SYSTEMS RESET TO AGAIN ACCEPT W-2 CHECKS.

12 06 02 ***** MEDICAID BROCHURE MISIDENTIFIED *****

THE MEDICAID BROCHURE DXBM WHICH APPEARED YESTERDAY MISIDENTIFIED THE "MEDICAID, CHILD SUPPORT, AND YOU" HMONG LANGUAGE BROCHURE AS HAVING THE PUBLICATION NUMBER: (DWSC-11778-S-P). THE CORRECT PUBLICATION NUMBER FOR THIS BROCHURE IS (DWSC-11778-H-P), AND THE SPANISH VERSION OF THIS BROCHURE IS (DWSC-11778-S-P). SORRY FOR THE CONFUSION.

12 06 02 ***** FIELD LEVEL HELP NOW AVAILABLE *****

***** ON KIDS INQUIRY SCREENS *****

INQUIRY USERS OF KIDS CAN NOW OBTAIN FIELD LEVEL HELP TO VIEW THE DESCRIPTIONS OF CERTAIN CODE VALUES IN KIDS. FIELD LEVEL HELP IS AVAILABLE ON INQUIRY SCREENS FOR THE FIELDS THAT CORRESPOND TO CODE INPUT FIELDS ON UPDATE SCREENS. IN OTHER WORDS, IF A KIDS WORKER IS ABLE TO ACCESS AND CHOOSE FROM A LIST OF CODE VALUES ON AN "ADD/UPDATE" SCREEN, THE SAME FIELD ON THE CORRESPONDING INQUIRY SCREEN SHOULD NOW HAVE THE SAME HELP SCREEN AVAILABLE. TO ACCESS FIELD LEVEL HELP ON INQUIRY SCREENS, YOU NEED TO USE THE MOUSE POINTER OR ARROW KEYS TO POSITION YOURSELF ON THE FIELD FOR WHICH YOU WANT HELP, AND PRESS F1. (TABBING DOESN'T WORK ON INQUIRY SCREENS.) TO ENLARGE THE HELP WINDOW ONCE YOU ARE IN IT, PRESS F4. THEN, TO REDUCE THE WINDOW SIZE, PRESS F4 AGAIN. TO PAGE UP AND DOWN IN THE HELP WINDOW, PRESS F7 AND F8. TO EXIT THE HELP SCREEN, PRESS F3.

12 06 02 ***** OFFICE "55" AND "56" ADDRESSES *****

THE ADDRESS FOR AGENCIES IN WHICH THE OFFICE NUMBER STARTS WITH "55" OR "56" THAT WERE SHORTENED TO THREE LINE ADDRESSES BECAUSE THEY HAD BOTH A PO BOX NUMBER AND STREET ADDRESS ON CMOF, ARE NOW BACK TO THE FOUR LINE LENGTH. THE DEPARTMENT OF ADMINISTRATION CHANGED THE CHECK WRITING PROGRAM TO ACCOMMODATE THE FOUR LINE RETURN ADDRESS ON W-2 CHECKS.

12 11 02 ***** FS PAYMENT ACCURACY BI-WEEKLY TIP *****

CARES WILL FAIL A FOOD STAMP GROUP IF "F'S" ARE ENTERED ON THE AFSQ SCREEN. THE CASE WILL FAIL FOR REASON CODE 113, FAILURE TO PROVIDE INFORMATION. DO NOT ENTER "F'S" ON SCREEN AFSQ, RATHER, CREATE AN AFSC/AFUC SCREEN, SEND A 10 DAY VERIFICATION CHECKLIST, AND IF VERIFICATION IS NOT PROVIDED, THEN NV THE APPROPRIATE SCREEN. A FOOD STAMP CASE SHOULD NEVER CLOSE FOR FAILURE TO PROVIDE SHELTER OR UTILITY EXPENSES, THE EXPENSES WOULD JUST BE DISALLOWED.

12 11 02 ***** QUEST CARD PIN CARRY OVER PROBLEM IS FIXED *****

CEFS REPORTED THAT THE PIN CARRY OVER PROBLEM HAS BEEN FIXED AS OF 11/15/02. THE PREVIOUS PIN SHOULD NOW CARRY OVER ON A REPLACEMENT QUEST CARD ISSUED BY CEFS CUSTOMER SERVICE. THE MESSAGE ON THE CEFS CARD HISTORY SCREEN IS "NEW CARD - KEEP SAME PIN". IF YOU IDENTIFY A PIN CARRY OVER PROBLEM FOR A QUEST CARD ISSUED AFTER 11/14/02 CONTACT THE CARES CALL CENTER.

12 11 02 ***** DECEMBER ADVERSE ACTION *****

ADVERSE ACTION FOR DECEMBER FALLS ON MONDAY THE 16TH. THIS IS EARLIER THAN USUAL DUE TO THE HOLIDAYS.

12 11 02 ***** MAPP PROCESSING *****

CARES HAS NOT BEEN PROGRAMMED TO PROCESS DISREGARDS FOR COLA CORRECTLY FOR MAPP CASES. PLEASE REFER TO OPS MEMO 02-38 FOR CORRECT PROCESSING INSTRUCTIONS UNTIL THE FPL UPDATE FOR 2003 OCCURS.

12 12 02 ***** 19 YEAR OLDS STILL RECEIVING MA *****

ON 12/11/02 THE BUREAU OF HEALTH CARE ELIGIBILITY SENT A REPORT AND PROCESSING INSTRUCTIONS TO CARES COORDINATORS REGARDING INDIVIDUALS WHO ARE OVER THE AGE OF 19 AND STILL RECEIVING MEDICAID AS AN ELIGIBLE CHILD. PLEASE CHECK WITH YOUR CARES COORDINATOR TO SEE IF YOU NEED TO TAKE ACTION ON ANY OF YOUR CASES.

12 16 02 ***** MA HANDBOOK PROBLEMS *****

THERE WERE A FEW PROBLEMS WITH THE LAST MA HANDBOOK UPDATE #03-01. WE ARE AWARE OF THE PROBLEMS AND WILL BE REISSUING THE PROBLEM PAGES VERY SOON. THANK YOU FOR YOUR PATIENCE.

12 18 02 ***** BI-WEEKLY CC PROGRAM REMINDER *****

THERE CONTINUE TO BE ERRORS IN ENTERING THE CORRECT LOCATION COUNTY ON CCPD WHEN ENTERING A NEW PROVIDER INTO CCPS. MANY TIMES LOC CO 01 IS ENTERED IN ERROR RATHER THAN THE LO CO IN WHICH THE PROVIDER LOCATION IS ACTUALLY LOCATED. WHEN THIS HAPPENS THE PROVIDER APPEARS INCORRECTLY ON EOS REPORTS FOR ADAMS COUNTY. PLEASE MAKE CERTAIN THAT THE LO CO CODE IS THE CORRECT COUNTY CODE. MANY TIMES IT IS THE SAME AS THE ENTERED COUNTY CODE.

12 19 02 ***** FS HANDBOOK RELEASE *****

RELEASE 02-05 OF THE FOOD STAMP HANDBOOK WAS MADE ON 12/18/02, EFFECTIVE THE SAME DATE. GO TO [HTTP://WWW.DWD.STATE.WI.US/DESFHBK/HANDBOOK/](http://www.dwd.state.wi.us/desfshbk/handbook/) AND CLICK ON THE "GREEN SHEETS" LINK FOR THE 02-06 RELEASE TO SEE THE CHANGES MADE.

12 21 02 ***** FS PAYMENT ACCURACY BI-WEEKLY TIP *****

THIS IS A REMINDER THAT DXBMS AND PAYMENT ACCURACY/QC TIPS ARE STORED ON THE CALL CENTER WEBSITE AT ([HTTP://DWDWORKWEB/DESBFS/PAGESCALLCENTER/CARESCENTER.HTM](http://dwdworkweb/desbfs/pagescallcenter/carescenter.htm)) YOU WILL FIND A LINK TO THEM UNDER THE ONLINE RESOURCES CATEGORY. AGENCIES SHOULD REVIEW THIS SITE ON A REGULAR BASIS AND SHARE THE INFORMATION WITH ALL STAFF.

12 21 02 ***** CASE DIRECTORY DISTRIBUTION *****

CREATING AND DISTRIBUTING THE CASE DIRECTORY IS A PRIORITY. HOWEVER, GIVEN HOLIDAY SCHEDULING AND DISTRIBUTION, THE EARLIEST THAT CASE DIRECTORIES WILL BE DELIVERED TO THE OFFICES IS THURSDAY THE 26TH OR FRIDAY THE 27TH.